VESTAVIA HILLS

A LIFE ABOVE

ASHLEY C. CURRY
Mayor

TANEISHA YOUNG TUCKER
Library Director

Library Board of Trustees
Meeting Agenda
Wednesday, December 07, 2022
4:00 pm, VHLF Community Room

I. Call to Order – April MacLennan, Chair

II. Approval of Today's Agenda

III. Approval of the Minutes from Wednesday, November 04, 2022

IV. Director's Report – Taneisha Tucker

V. Board Chair Report – April MacLennan

VI. Library Board Packet Items
- a. News Articles and Correspondence
- b. Monthly Statistical Report
- c. Bank Statement
- d. Current Budget Report
- e. Balance Sheets, Funds 12 and 13

VII. Unfinished Business
- a. Electronic Meetings Policy – Tackett
- b. Policy and Procedure Update / Public Computers and Patron Privacy - Tackett

VIII. New Business
- a. Election of Officers
- b. Committee Assignments
- c. 2023-2024 Library Initiatives Updated

IX. Committee Reports

X. Friends Report

XI. Foundation Report

XII. Informational Items
- a. 2022 City of Vestavia Hills Citizen Survey Findings Report
- b. Library Board Contact Information

XIII. Adjournment

The next meeting of the Library Board of Trustees will be February 22, 2023.

Taneisha Tucker
Director's Report to the Library Board of Trustees
November and December 2022
December 2, 2022

Statistics and Programming Overview

	October 2022
Visits	33.58% increase
Program Attendance	62% increase or 451 patrons 69 programs with 1,173 patrons
Circulation	4.45% increase 23,640 physical materials 11,408 digital materials 35,048 total collection use
Services	• There continues to be a waitlist for passports. • Patrons absolutely love the new pods/study carrels. • The photography studio is a hit for the holidays.

Bank Statement, Budgets and Balance Sheets

Pinnacle Bank Statements

October 2022: Expenses: $1,123.19
Bank Fees: $194.50
Vending Fees: $10.99
Deposits: $6,701.91
Account Balance: $310,327.13

Budget Report as of October 2022

General Fund 01 Balance: $2,367,303.93

Fund 12 / State Aid Balance: $29,313.00

Fund 13 / Donations Balance: $67,918.37

Balance Sheets:
November 2022 Fund 12 / State Aid: $6,700.97 (Not updated via InCode)
Fund 13 / Donations: $339,997.36

Director's Notes

Library Happenings

- Former Jefferson County Commissioner, David Carrington, has written a book. He will host a book signing at the library on Sunday, January 15, 2022. He plans to donate 20% of each sale to the library.
- Our annual staff day was a success. Sessions conducted were Diversity, Equity and Inclusion and Active Shooter. Staff also partnered with the Fire Department and conducted a Toys for Tots drive.
- Four staff members will attend ALA's LibLearnX in New Orleans in January.
- ALA's Annual Conference will be June 23-26, 2023 in Chicago, IL. There are funds for two BOTs to attend. Please contact me if you want to go. I will make reservations in January.

Director's Meetings, Events Schedule included:

- Mike Culwell – complaint about a patron
- Mark Gibbs – library elevator repair
- Library Department Heads
- Valerie Jones – upholstery
- Library Staff
- Daniel Tackett
- Todd Richardson – marketing, annual mailer
- JCLC Directors
- Karen Templeton – Foundation
- City Department Heads (2)
- Fun Squad – Staff Day
- Melva Tate – Staff Day
- Alabama Public Library Service Administrators
- Library Board Interviews
- City Council Meeting

Library Board Meeting Minutes
November 9, 2022

I. Call to Order – April MacLennan, Chair
The Vestavia Hills Library in the Forest Board of Trustees met in regular session on Wednesday, November 9, 2022 at 4:02pm.

Present:
Ms. April MacLennan – Chair
Mr. Greg Laughlin – Vice Chair
Mr. Larry Cochran – Member
Mr. Greg Jones – Member
Dr. Jimmy Bartlett – Board Emeritus
Ms. Elise Bodenheimer – Friends Co-Chair
Ms. Karen Templeton – Foundation Chair
Ms. Taneisha Tucker – Library Director
Mr. Daniel Tackett – Deputy Director
Ms. Loraine Ward – Administrative Assistant
Mr. Todd Richardson – Marketing Department Head

Absent:
Mr. Kevin Archer – Member
Mayor Ashley Curry – City Liaison
Ms. Andi Preston – Friends Chair
Mr. Jeff Downes – City Manager
Ms. Bethany Mitchell – Recorder

II. Approval of Today's Agenda
Mr. Cochran motioned to approve the amended November 9, 2022 agenda. Mr. Laughlin seconded the motion. The amended agenda for today's meeting was unanimously approved.

III. Approval of Minutes from Wednesday, August 31, 2022
Mr. Cochran motioned to approve the minutes from August 31, 2022. Mr. Laughlin seconded the motion. The BOT minutes from August 31, 2022 were unanimously approved.

IV. Director's Report – Ms. Tucker
Included in the packet.

V. Library Board Packet Items

a. ***News Articles and Correspondence***
Included in the packet.
b. ***Monthly Statistical Reports (August, September 2022)***
Included in the packet.
c. ***Bank Statements (August, September 2022)***
Included in the packet.
d. ***Current Budget Report***
Included in the packet.
e. ***Balance Sheets, Fund 12 and Fund 13***

Included in the packet.

VI. Unfinished Business

a. ***Agati Pods and Chair Purchases Complete – Mr. Tackett***
Ms. Tucker stated that the Agati Pods are very popular with patrons and staff. They are spacious enough to accommodate individuals of a variety of sizes. Mr. Tackett added that the library still has the same number of tables and seating for patrons despite the addition of the pods. In addition, the library staff now has new desk chairs. These chairs have replaced the original chairs that have been in use since 2010.

b. ***Surplus Furniture – Mr. Tackett***
The library's surplus furniture will be sold on govdeals.com. This website is an online marketplace for the sale of surplus assets that is open to the public for bidding. Mr. Tackett expects most items to sell within the next week or two. The buyers pick up the items once sold. The library's surplus items include lounge furniture, old staff desk chairs, infrequently used mesh chairs, a stage and other items.

c. ***Library Board Application Deadline – November 14, 2022 – Ms. Tucker***
There are currently no applicants for the library board. There have been inquiries but no submitted applications. The library board has two vacancies this year: the positions of Greg Laughlin, Vice Chair, and April MacLennan, Chair. Ms. Tucker stated that Mr. Laughlin said he would not reapply, while Ms. MacLennan plans to reapply.

d. ***Library Board Interviews – November 17 and 18 2022 – Ms. Tucker***
The city council and mayor will begin interviews for the library board on November 17 and 18 depending upon the number of applications.

VII. New Business

a. ***Meet Todd Richardson – Marketing Department Head – Mr. Richardson***
Mr. Richardson provided a preview of the next library campaign theme: Better Together. This year-long campaign began with the annual mailer for the library foundation. The mailer included a group photo of the library staff wearing a purple t-shirt with the "Better Together" logo. The Better Together staff shirt does not currently include any library branding in hopes that the campaign will expand city-wide and throughout the community.

Mr. Richardson shared potential marketing strategies which included: partnering with local businesses to offer prizes and giveaways, providing library programming and special events around the Better Together theme, making a webpage to sell themed t-shirts and merchandise and more. He stated that the #pictureyourselfieVH campaign did not meet its goal of engaging the community due to the hashtag being lengthy, patrons having trouble sharing online because of privacy settings and other issues.

Ms. Templeton stated that it was difficult to make a connection with the library through the Picture YourselfieVH campaign. She also suggested adding library branding to the Better Together t-shirt to make a stronger tie to the library. She was concerned that others may assume that the slogan identifies with a political party or entity other than the library. She indicated that the purple color does not connect with the library.

Mr. Jones said he thought the t-shirt has a great message but that the slogan "Better Together" is general with no context. To give context to the message, he suggested having "Library Staff" on the t-shirt or to have an identifier on the back of the shirt. This identifier could remain the same each year even if the t-shirt color changed each year. He proposed selling the t-shirts to city personnel for a unified city message that they can buy into.

Ms. Tucker explained that the t-shirts in question are for staff only, but she is open to creating a different shirt that includes the board's suggestions that will be for those other than library staff.

b. ***2023-2024 Library Initiatives – Ms. Tucker***
The library's 2023-2024 initiatives include changing the water fountains to water bottle filling stations, replacing the flooring at the main entrance, updating the projector in the Community Room, adding an electric car charging station, replacing outdoor furnishings, completing furniture upholstery, purchasing digital signage and upgrading the library's technology system. Ms. Tucker asked the board to add other initiatives if needed.

i. *Electric car charging station – Mr. Tackett*
The library is considering adding charging stations for electric vehicles. A dual charging station costs approximately $2,000. This station charges two vehicles at no fee to the patrons. Regarding the cost of electricity, an hour of charging should cost less than a dollar. A single unit that charges for service fees costs $8,000 – $10,000. This type of unit requires internet access. Potential locations for the stations include the upper parking lot or the lower parking lot near the low-emission parking spots. Mr. Tackett spoke with a representative from Tesla, but the company is only interested in installing a large row of stations. The Pelham Public Library currently has electric car charging stations that were donated to them, and they are becoming more popular with patrons. They have a two-hour limit. Issues they have had with the stations include patrons finding it unfair to subsidize only electric cars and a nearby car dealership using the stations overnight for their vehicles. Mr. Tackett said that the only electric car charging stations in Vestavia Hills are located at the Volvo dealership.

Mr. Jones and Dr. Bartlett suggested creating a convenience fee for usage since this would be a service to the community. Mr. Jones believes the library could set an example for moving forward with clean energy and that a partnership with Alabama Power may be possible.

Ms. Templeton suggested that patrons could partner with the library and become environmental advocates. They might give a gift of $50 to receive a permit tag. In this way, the library could purchase the free self-service charging station but still receive money for services. Mr. Cochran suggested including a sign at the station that states the usage is by permit only. Ms. Tucker stated that the library's security officer would be able to enforce any regulations and limitations for using the charging stations if needed through the security cameras' 24-hour footage.

ii. *Digital Signage*

The purpose of digital signage is to help promote library programs and events. Prices vary from $1,800 - $4,000 depending upon desired features and capabilities. City Hall has requested that the first monitor displays items only for City Hall such as City Council meetings and city announcements. This monitor would replace the paper notices located on the bulletin board on the first floor of the library. The library will also have its own digital signage that is library specific.

iii. *Upgrade the Library's Technology System*

The SAN has successfully been installed, but the remainder of the system still needs an upgrade. If the system is not upgraded, there is a risk of security issues due to components and software being out of date. The upgrade is expected to cost $34,000. Mr. Jones stated that this quote includes the hosts, which are two servers that connect to the SAN, and the VMware licensing. Rick Moody, IT, found discounts on TechSoup to reduce the licensing costs. The library would save approximately $8,000 due to the TechSoup discount. However, Mr. Jones stated that the library may still need to purchase an additional host, which also requires purchasing an additional Windows license. These costs are not included in the quote. He recommends purchasing three hosts at a time. If one fails, the other two can compensate for the loss.

Ms. Tucker stated that funds have not been put aside yet to complete the upgrade but that the upgrade will occur. She encouraged the board to share their thoughts in the process in terms of what to purchase for the server or if the library should convert to cloud computing instead. If cloud computing is recommended, the library must discuss the potential conversion with JCLC to ensure that it would work with their system. Regarding a possible switch to a cloud-based system, Mr. Jones said that it comes down to paying costs now for on-site technology or paying costs infinitely for a cloud-based system.

c. ***ALSCAN proposal to repair doors – Mr. Tackett***

Upgrading the door locking system is in the capital budget for this year. The current door locking system is 12 years old and is beginning to fail. The library has received two quotes, both of which come to approximately $13,000 - $13,400. The library will likely choose ALSCAN. This company installed the library's camera system, and they will also provide a maintenance agreement for the door locking system. The other company was difficult to reach when asked to come to fix an existing issue with the system.

Ms. Tucker added that she must alert the City Council if the library goes over budget or not. The original quote to repair the doors was $7,500 in February, which is the amount that was submitted and requested to the city. The company later increased the estimated cost to $12,000. After researching, ALSCAN arose as an alternative option. While more expensive, they provide maintenance while the other company does not. Ms. Tucker hopes to use $4,000 in Fund 13 dedicated to building repairs, ask Mr. Downes for up to $5,000 and ask the City Council for the remaining funds to ensure the completion of this project.

d. ***Replacing fire alarm panel – Mr. Tackett***

The fire alarm panel is 12 years old and needs to be replaced. Johnson Controls can replace the panel within the next two months. The panel aids in monitoring and displays information

about issues that have occurred. It is also used for communicating with Johnson Controls. Johnson Controls recommended the replacement of the panel. This company also monitors the library's fire suppression systems, alarm systems and burglary alarm systems.

e. ***Electronic Meetings Policy – Ms. Tucker***
The library board must resume in-person meetings because the board is a public entity. A quorum is required for in-person attendance. Based on the policy, if a member is sick, the member may attend the meeting virtually such as through Zoom or another online meeting platform. Ms. Tucker will draft the new policy.

f. ***Policy and Procedure Update / Public Computers and Patron Privacy – Ms. Tucker***
Ms. Tucker received a complaint from a patron that was working on a public computer at the library. The patron could see other patrons' files on her computer. Ms. Tucker immediately had Rick Moody, IT, reconfigure the computers to resolve this issue. The policy will be updated to address this issue.

Additionally, Comprise has incorrectly configured some of the library's fine payment software. As a result, the library owes other libraries money, including an estimated $1,200 to Hoover. Ms. Tucker has spoken with management at Hoover about it. Money may also be owed to Homewood, but the amount is currently unknown. It is also not currently known if any other libraries owe money to the Vestavia Hills Library. Ms. Tucker has not made any payments to the other libraries yet and is making sure all components are reconfigured appropriately first.

Due to a policy change that occurred many months ago, overdue items are due sooner and patrons are billed for missing items sooner. As a result, there has been an increase in patrons paying for items and subsequently asking for a refund for the item once they find the item or return it. These costs total approximately $100 as shown in the bank statements.

VIII. Committee Reports

IX. Friends Report – Ms. Bodenheimer

The bookstore generated $366 in October. The Friends currently have $53,000 in savings. Ms. Preston and Dave Melvin, treasurer, are monitoring the higher interest rates. The Friends are seeking to rebuild their membership after its decline due to the COVID-19 pandemic. They are marketing membership opportunities on *Over the Mountain Journal*, Facebook, Nextdoor and other outlets.

X. Foundation Report – Ms. Templeton

a. ***Let's Write the Next Chapter***
Ms. Templeton provided a financial report current as of July 31, 2022. In-person and online donations typically total $600-$1,000 annually. The fines and penalties in the financial statement are due to late tax returns. The foundation began the "Let's Write the Next Chapter" initiative on July 1, 2022. This initiative was a crowd-funded, online campaign that began with foundation members and was meant to spread to others to help fundraise for the library during a limited time. The Swell Fundraising software cost $500 and can be used indefinitely. Despite limited participation from foundation members, the foundation raised over $8,000 from the campaign and received sponsorships from two businesses. Ms. Templeton stated that with more volunteers and support, she expects future campaigns to

generate even more donations. She would like to offer the campaign again in March or in the fall. The foundation will begin a Giving Tuesday campaign online soon. Last year, the Giving Tuesday fundraiser generated $500. Regarding fundraising for an endowment, Ms. Templeton stated that such a project would require a more personal approach such as presenting to high-capacity donors in specific areas of interest.

b. ***Ad and annual mailer***
The Foundation placed an ad in *Vestavia Voice* that provided information on how to invest in the library. They purchased it at a non-profit rate of $400.

XI. Informational Items

a. ***JCLC Annual Report – Mr. Tackett***
Both JCLC's circulation as a cooperative and the Vestavia Hills Library's circulation increased this year. JCLC's circulation of electronic materials decreased. In contrast, the Vestavia Hills Library's circulation of electronic materials increased slightly even with a small reduction in items available for check out. Circulation of the Vestavia Hills Library's physical materials increased dramatically due to the previous year's report occurring while COVID restrictions were still in place. The library is now slightly higher in its circulation of physical materials than it was in 2019 before the pandemic began. The Vestavia Hills Library ranks second in electronic circulations within JCLC, with only the Hoover Public Library ranking higher.

b. ***Compiled APLS Annual Report 2021 – Ms. Tucker***
This report is postponed until the next meeting.

c. ***APLS Report due December 15, 2022 – Ms. Tucker***
This report is for the previous fiscal year and will be discussed further at the next meeting.

d. ***VH Veteran's Day Celebration – November 10, 2022 @ 2:30pm Civic Center – Ms. Tucker***
Ms. Tucker invited the board to attend the event at the new Civic Center.

e. ***Library Staff Day – December 1, 2022 – Ms. Tucker***
The library will be closed to the public for staff training. Melva Tate will discuss diversity, inclusion and equity. Staff Day might also include active-shooter training.

f. ***December Meeting Date – December 7 or 14, 2022 – Ms. Tucker***
A meeting is necessary to elect officers and discuss postponed items before the end of the year.

g. ***Partnership with the Alabama Symphony Orchestra – Ms. Tucker***
The library has partnered with the Alabama Symphony Orchestra to provide library patrons with free concert tickets.

XII. Adjournment

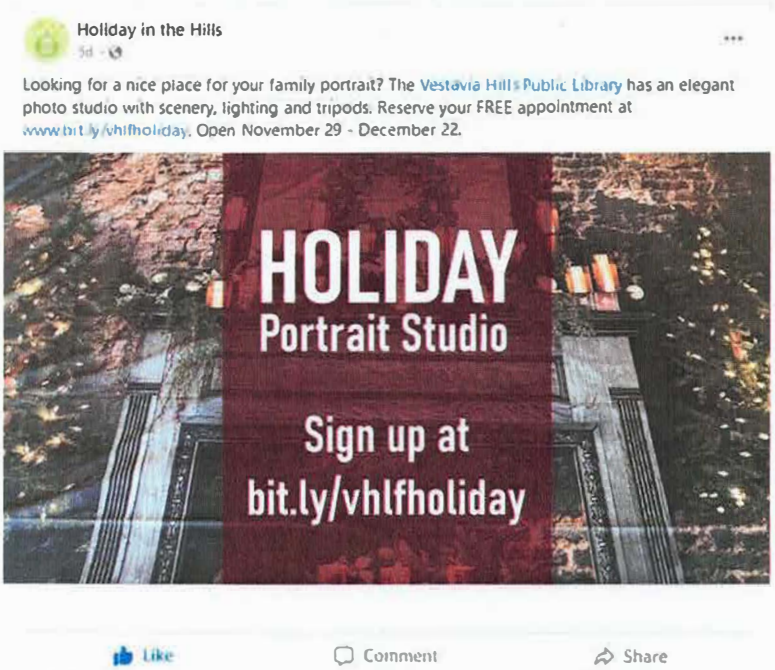
The meeting adjourned at 5:18pm. The next BOT meeting is Wednesday, December 7, 2022 at 4pm at the Vestavia Hills Library.

NEW FOLLOWERS
11

ENGAGMENTS
165

REACH
13 K

MENTIONS

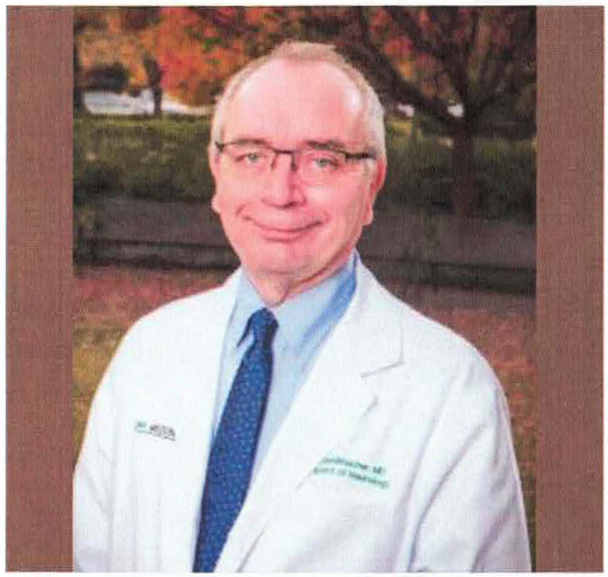


Alzheimer's of Central Alabama (ACA)
November 8 at 12:38 PM

November 17, 2022 - Progress in Alzheimer's Disease Diagnosis and Treatment, a community lecture by David S. Geldmacher, MD, Warren Family Endowed Chair and Professor, UAB Department of Neurology.
Vestavia Library, 6 – 7:30 pm.

Vestavia Hills Public Library

CEU's provided by Right at Home



You and 187 others 4 Comments 18 Shares

Like Comment Share

Alzheimer's of Central Alabama (ACA)
2h

Join us on November 30 for our Annual Meeting and Candle Lighting Service

Local physician and author of the teaching memoir, Surfing the Waves of Alzheimer's, Dr. Renee Harmon, will present on Compassionate Communication: Speaking Alzheimer's; followed by ACA's candle lighting service.

Vestavia Library, 9 – 10:30 am.
1221 Montgomery Hwy, Vestavia Hills, AL 35216
Vestavia Hills Public Library

Register for this free event today. CEU's available provided by Right at Home.

abama (ACA) Learn more Like

ALZOLORG

Annual Meeting 2022 - Alzheimer's of Central Alabama Learn more

Join us on November 30 for our Annual Meeting and Candle Lighting Service...

Judge Matt Fridy is at Vestavia Hills Public Library

Thanks to John Lyda for the invitation. I had the honor of speaking on a panel with Judge Chris McCool, Judge Richard Minor, and Judge Bill Cole this morning at the Mid Alabama Republican Club. We discussed recent Supreme Court decisions and talked generally about the directions we think the Court is heading in interpreting and applying the Constitution.

Judge Richard Minor and 9 others 1 Share

Like Comment Share

Renee Gentle Powers is with Chris McCool and 2 others at Vestavia Hills Public Library.

Fridy, Richard Minor and Chris McCool.
They reviewed and discussed recent U.S. Supreme Court opinions. It is an opportunity we hope to see more of as they educate us on U.S. Supreme Court decisions.

We are blessed in AL with their leadership!

Dan Roberts for Alabama and 23 others 2 Comments 3 Shares

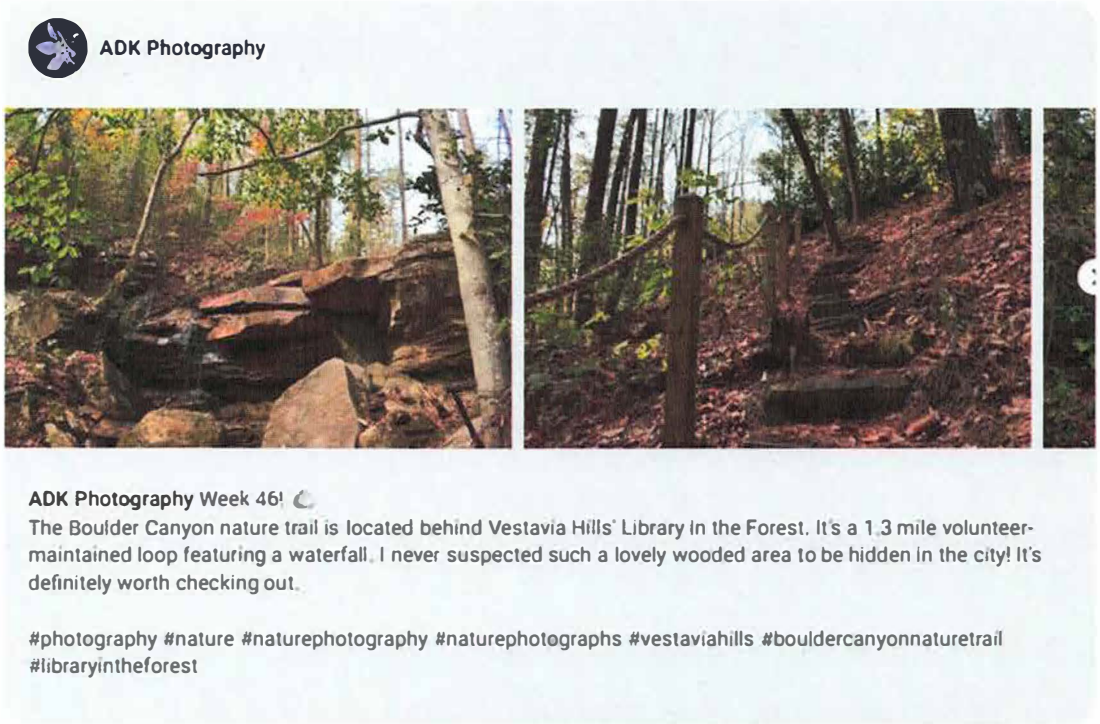
Like Share

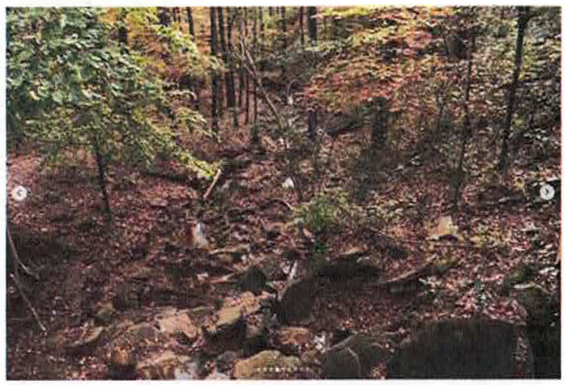
NEW FOLLOWERS
28

ENGAGMENTS
140

REACH
3,527

MENTIONS





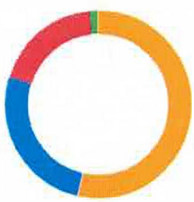
Google

4,270

People viewed your Business Profile

Platform and device breakdown

Platform and devices that people used to find your profile



- 2.284 · 53% Google Search – mobile
- 1.116 · 26% Google Search – desktop
- 797 · 19% Google Maps – mobile
- 73 · 2% Google Maps – desktop

230 CALLS

523 DIRECTIONS

534 WEBSITE CLICKS

REVIEWS

Charles: "What a wonderful place to go. Very nice staff and beautiful inside."

Caroline: "This library is the best one in Jefferson County! Clean, beautiful, updated and staff are friendly/helpful!"

Susan: "Friendly, on time for appointment, prompt passport service. Would highly recommend for anyone needing passport assistance."

Katlynn: "Beautiful architecture of the library building and the scenic view into the trees. The librarian staff was kind and went above and beyond giving me a tour of the library since I'm new in town. I love their garden rooftop area which is a perfect place to study & read outdoors!"

nextdoor

Vestavia Hills Library in the Forest 30 Faves

"Vestavia Hills City Library. Beautiful building with friendly staff and great selection of all types of media. Frequently have family friendly events that my children love to attend."

— Brian Barre

VESTAVIA HILLS MAGAZINE

Six November Events Not to Miss in Vestavia Hills

Oct 25, 2022 | Events | 0 ●

Vestavia Hills City Center Market Day

Saturday, Nov. 5 | 11 a.m.-3 p.m.
City Center

Join friends and family for the city's market day, which takes place on the first Saturday of each month on the back green space in the city center. Local vendors will be selling art, jewelry, candles, flowers, specialty items and more! Those interested in becoming a vendor can email april@crawfordsq.com for more information.

Deck the Heights

Saturday, Nov. 12 | 2-7 p.m.
Cahaba Heights

Get a head start on holiday shopping when businesses stay open late throughout Cahaba Heights, and you'll find pop-up shops all day around Cahaba Heights, too. Pop-ups start at 2 p.m. Find more details on the event closer to the date on the @shop.cahaba heights page on Facebook.

Friends of the Library: Unless U and Post Place

Thursday, Nov. 17 | 10-11:30 a.m.
Vestavia Hills Library in the Forest

Join the educators and volunteers of Unless U and Post Place to learn more about this organization's efforts towards serving adults with developmental disabilities to help them live wonderful lives. Topics will focus on continuing education, life skills, job training and social skills, as well as how the community can get involved. There will be coffee at 10 a.m., and the program begins at 10:30 a.m. All are invited to attend. Learn more at Friends of the Library: Unless U and Post Place.

All is Bright Tree Lighting

Thursday, Nov. 17 | 6-8 p.m.
Vestavia Hills City Center

Get in the holiday spirit for the third annual tree lighting at the Vestavia Hills City Center! Bring the family out for a night of live music, photos with Santa, family-friendly activities and more!

Magical Marketplace

Thursday, Nov. 17 | 5-7 p.m.
Friday, Nov. 18 | 9 a.m.-4 p.m.
Vestavia Hills United Methodist Church

Already dreading what to buy that impossible-to-buy-for special someone in your life? Not to fear. Shop more than 75 vendors selling arts and crafts, baked goods, candles and scents, housewares, wooden items, toys,

VHPL Statistics Report

October 2022

	Current Year 2022	Previous Year 2021	% Change For 2022	Value Change For 2022
Total Days Open	31	31	0.00%	0
Total Hours Open	272	270	0.74%	2

Library Visits

Gate Count	24,359	19,849	22.72%	4,510
Curbside Appointments	5	35	-85.71%	(30)
Offsite Program Visits (open to the public)	0	0	0.00%	0
Outreach Visits (schools, daycares, private facilities)	0	0	0.00%	0
Adult	1	0	100.00%	1
Teens	0	0	0.00%	0
Children	0	0	0.00%	0
Website Visits	12,394	9,559	29.66%	2,835
Mobile App Sessions	870	0	87000.00%	870
Total Library Visits	**37,629**	**29,443**	**27.80%**	**8,186**

VHPL Statistics Report

October 2022

Programs and Events

	2022		2021	
Adult	**Programs**	**Attendance**	**Programs**	**Attendance**
In person	11	**245**	12	109
Virtual and Passive	0	**0**	2	28
Total Adult Programs	11	**245**	14	137
Change %	-21%	79%	**All Programs**	
Change Value	-3	108		

Teens	**Programs**	**Attendance**	**Programs**	**Attendance**
In person	13	**70**	12	48
Virtual and Passive	1	**5**	2	5
Total Teen Programs	14	**75**	14	53
Change %	0%	42%	**All Programs**	
Change Value	0	22		

Children	**Programs**	**Attendance**	**Programs**	**Attendance**
In person	29	**644**	18	493
Virtual and Passive	0	**0**	0	0
Total Children's Programs	29	**644**	18	493
Change %	61%	31%	**All Programs**	
Change Value	11	151		

Makerspace	**Programs**	**Attendance**	**Programs**	**Attendance**
In person	6	**107**	4	5
Virtual and Passive	0	**0**	0	0
Total Makerspace Programs	6	**107**	4	5
Change %	50%	2040%	**All Programs**	
Change Value	2	102		

Technology	**Programs**	**Attendance**	**Programs**	**Attendance**
In person	8	**56**	5	34
Virtual and One on one	1	**46**	0	0
Total Technology Programs	9	**102**	5	34
Change %	80%	200%	**All Programs**	
Change Value	4	68		

In Person ONLY Events	**Programs**	**Attendance**	**Programs**	**Attendance**
Special Community Events	0	**0**	0	0
Tours	0	**0**	0	0
Total Other	0	**0**	0	0
Change %	0%	0%	**All Programs**	
Change Value	0	0		

Total Programs and Events

	Programs	**Attendance**	**Programs**	**Attendance**
	69	**1,173**	55	722
Change %	25%	62%	**All Programs**	
Change Value	14	451		
	2022		**2021**	

VHPL Statistics Report

October 2022

Services

	Current Year 2022	Previous Year 2021	% Change For 2022	Value Change For 2022
Borrowed from Other Libraries	1,908	1,873	1.87%	35
Coffee	60	0	6000.00%	60
Holds for Liberty Park Lockers	200	209	-4.31%	-9
Interlibrary Loans	39	30	30.00%	9
Loans to Other Libraries	1,686	1,841	-8.42%	-155
Notary Service	7	0	700.00%	7
Passports	104	82	26.83%	22
Public Computer Usage	4,658	4,469	4.23%	189
Reserves	352	453	-22.30%	-101
Self-Checkout Machine Usage	10,854	11,318	-4.10%	-464
Test Proctoring	9	4	125.00%	5
Voter Registration	1	0	100.00%	1
Wireless Network Usage	3,686	3,636	1.38%	50
Reference Questions Total (Then By Department) - AutoCALC	**3,209**	**2,618**	**22.57%**	**591**
Adult	1,181	1,072	10.17%	109
Teens	738	636	16.04%	102
Children	998	910	9.67%	88
Technology	218	0	21800.00%	218
Makerspace	74	0	7400.00%	74
Total Services	**29,982**	**29,151**	**2.85%**	**831**

Memberships

Adult Residents	57	50	14.00%	7
Child Residents	23	10	130.00%	13
Adult Non-Residents	38	32	18.75%	6
Child Non-Residents	1	1	0.00%	0
Out of County	0	0	0.00%	0
Total Memberships	**119**	**93**	**27.96%**	**26**

Meeting Room Use

	Rented 2022	Attendees 2022	Rented 2021	Attendees 2021
Community Room	12	520	7	339
Historical Room	0	0	0	0
Tree House	4	55	1	10
Children's Program	1	12	0	0
Outdoor Classroom	0	0	0	0
Rooftop Garden	0	0	0	0
Total Rental Usage	**17**	**587**	**8**	**349**

Study Room Use

	Checked Out	Users
All Rooms	298	409
Total Study Room Usage	**298**	**409**

VHPL Statistics Report

October 2022

Library Materials Usage

	Current Year 2022	Previous Year 2021	% Change For 2022	Value Change For 2022
Physical Book Circulation				
Adult Books	5,095	5,317	-4.18%	-222
Adult Large Print	1,188	1,111	6.93%	77
Teen Books	1,301	1,229	5.86%	72
Children's Books	10,598	11,180	-5.21%	-582
Total Physical Books	**18,182**	**18,837**	**-3.48%**	**-655**
Physical Non-Book Circulation				
Adult Non-Fiction DVDs / Rokus	93	132	-29.55%	-39
Adult Audiobooks	341	450	-24.22%	-109
Adult Blu-rays	262	400	-34.50%	-138
Adult DVDs	1,961	1,992	-1.56%	-31
Adult Games and Puzzles	18	14	28.57%	4
Adult Launchpads	0	5	-100.00%	-5
Adult Magazines	89	24	270.83%	65
Adult Mixed Media	16	11	45.45%	5
Adult Music	209	335	-37.61%	-126
Adult Self-playing Audio	9	5	80.00%	4
Adult WiFi-Hotspots	76	75	1.33%	1
Adult Other: Kits	0	0	0.00%	0
Adult Other: Hammocks	5	2	150.00%	3
Adult Other: Walking Sticks	0	0	0.00%	0
Total Adult Physical Non-Book Circulation	**3,079**	**3,445**	**-10.62%**	**-366**
Teen Non-Book Circulation				
Teen Audiobooks	18	6	200.00%	12
Teem Blu-rays	46	52	-11.54%	-6
Teen DVDs	232	268	-13.43%	-36
Teen Games	405	315	28.57%	90
Teen Other: Specify	0	0	0.00%	0
Total Teen Physical Non-Book Circulation	**701**	**641**	**9.36%**	**60**
Children's Non-Book Circulation				
Children's Audiobooks	38	40	-5.00%	-2
Children's Augmented Reality	33	17	94.12%	16
Children's Blu-rays	34	34	0.00%	0
Children's DVDs	785	868	-9.56%	-83
Children's Launchpads	60	79	-24.05%	-19
Children's Magazines	29	18	61.11%	11
Children's Mixed Media	646	640	0.94%	6
Children's Music	13	11	18.18%	2
Children's Self-playing Audio	23	17	35.29%	6
Children's Views	14	24	-41.67%	-10
Children's Other: Kits	3	3	0.00%	0
Total Children's Physical Non-Book Circulation	**1,678**	**1,751**	**-4.17%**	**-73**

VHPL Statistics Report

October 2022

Library Materials Usage (cont.)

	Current Year 2022	Previous Year 2021	% Change For 2022	Value Change For 2022
Adult Digital Usage				
Adult eBooks (Overdrive & Hoopla)	3,953	3,277	20.63%	676
Adult Downloadable Graphic Novels (Hoopla)	18	36	-50.00%	-18
Adult Downloadable Audiobooks (Overdrive & Hoopla)	4,190	3,601	16.36%	589
Adult Downloadable Music (Hoopla)	75	56	33.93%	19
Adult Downloadable Movies and Documentaries/TV (Hoopla & Kanopy)	463	421	9.98%	42
Adult Downloadable Magazines	538	0	53800.00%	538
Adult Digital Usage Total	**9,237**	7,391	**24.98%**	**1,846**
Teen Digital Usage				
Teen eBooks (Overdrive)	462	276	67.39%	186
Teen Downloadable Audiobooks (Overdrive)	256	178	43.82%	78
Teen Digital Usage Total	718	454	58.15%	
Children's Digital Usage				
Children's eBooks (Overdrive & Hoopla)	845	576	46.70%	269
Children's Downloadable Graphic Novels (Hoopla)	30	22	36.36%	8
Children's Downloadable Audiobooks (Overdrive & Hoopla)	537	384	39.84%	153
Children's Downloadable Music (Hoopla)	19	10	90.00%	9
Children's Downloadable Movies/TV (Hoopla)	22	45	-51.11%	-23
Children's Digital Usage Total	**1,453**	1,037	**40.12%**	**416**

Circulation Totals By Category

These Values Are Auto-Calculated Based On Category Totals

Books	18,182	18,837	-3.48%	-655
Adult Non-Books	3,079	3,445	-10.62%	-366
Teen Non-Books	701	641	9.36%	60
Children's Non-Books	1,678	1,751	-4.17%	-73
Adult Digital Usage	9,237	7,391	24.98%	1,846
Teen Digital Usage	718	454	58.15%	264
Children's Digital Usage	1,453	1,037	40.12%	416
Total Library Materials Usage	**35,048**	33,556	**4.45%**	**1,492**

VHPL Statistics Report

October 2022

Electronic Retrieval Sessions / Database Usage

	Current Year 2022	Previous Year 2021	% Change For 2022	Value Change For 2022
Alabama Virtual Library	0	0	0.00%	0
Ancestry	0	0	0.00%	0
Creative Bug	20	24	-16.67%	-4
Niche Academy	11	15	-26.67%	-4
Reference USA	0	0	0.00%	0
Universal Class	20	12	66.67%	8
Other Databases	558	3,950	-85.87%	-3,392
Total Electronic Retrieval Sessions	**609**	**4,001**	**-84.78%**	**-3,392**

Marketing

YouTube	809	257	214.79%	552
Facebook: Daily Page Engaged Users	8,911	1,119	696.34%	7,792
Facebook: Daily Total Reach	0	24,891	-100.00%	-24,891
Instagram	1,597	1,396	14.40%	201
TikTok	5,691	1,180	382.29%	4,511
Twitter	1,227	1,220	0.57%	7
Newsletter Subscribers	2,912	0	291200.00%	2,912
Marketing Total	**21,147**	**30,063**	**-29.66%**	**-8,916**

Library Holdings

Book Volumes	69,476	69,997	-0.74%	-521
Serial Volumes	214	246	-13.01%	-32
Audiobooks	3,627	4,460	-18.68%	-833
Digital Audiobooks	105,306	91,363	15.26%	13,943
Music CDs	3,022	2,981	1.38%	41
DVDs and Blu-rays	11,048	10,850	1.82%	198
Other	198	205	-3.41%	-7
Library Holdings Total	**192,891**	**180,102**	**7.10%**	**12,789**

Volunteers

	# Volunteers	Hrs Worked
Acquisitions	0	0
Adult	0	0
Children's	2	9
Circulation	0	0
Technology	0	0
Teens	1	4
Volunteers Total	3	13

Staff Training By Department

Acquisitions	2	4	-50.00%	-2
Administration	0	0	0.00%	0
Adult	7	1	600.00%	6
Children's	2	5	-60.00%	-3
Circulation	0	6	-100.00%	-6
Technology	0	1	-100.00%	-1
Teens	0	0	0.00%	0
Staff Training Total	**11**	**17**	**-35.29%**	**-6**

PINNACLE BANK

ACCT. # 1560062488

* DONATION ACCOUNT
FUND 13

Month Ending: **31-Oct-22**

BEGINNING LEDGER/CK BK BAL	$	304,968.90	**LEDGER BALANCE**
Deposits:	$	-	(Payouts Cantaloupe)
	$	3,500.00	(***PASSPORT*** Revenue)
	$	3,201.91	(CCD payment Deposits)
Bank Fees	$	(10.99)	(ePay PPD Cantaloupe System)
Bank Fees	$	-	(Check Orders Harland Clarke)
Bank Fees	$	(194.50)	(Svc Charge - Fees Sep TSYS CCD)
Bank Fees	$	(15.00)	(Verification of Deposit/Carr Riggs Ingram)

Expenditures:

Date Cleared	Date Written	CK #	Name	Ck Amt.
10/5	9/26	4063	JCLC	$ (134.85)
10/3	9/29	4064	Sam's	$ (414.36)
10/7	9/30	4065	William Meadows	$ (27.00)
10/7	10/4	4066	Publix	$ (74.84)
10/17	10/6	4067	Tazikis	$ (77.75)
10/13	10/11	4068	Sam's	$ (263.92)
10/18	10/12	4069	Hobby Lobby	$ (42.69)
10/14	10/12	4070	Walmart	$ (30.47)
10/19	10/17	4071	Walmart	$ (57.31)

* ***Break in number sequence***

Ending Balance: $ (1,123.19) **(ledger / check book)**

O/C (written-not cleared)

O/C Expenditures:

DEPOSITS IN TRANSIT

$ -

Ending bank balance **$ 310,327.13**

O/C = (outstanding checks)

VESTAVIA HILLS PUBLIC LIBRARY
DONATION ACCOUNT
TANEISHA TUCKER
1221 MONTGOMERY HWY
VESTAVIA HILLS AL 35216

PINNACLE BANK
Loyal Leadership, Local Decision Making and Superior Service

**********C H E C K I N G A C C O U N T S**********

Account Title: VESTAVIA HILLS PUBLIC LIBRARY
DONATION ACCOUNT
TANEISHA TUCKER

NON-PROFIT CHECKING		Number of Enclosures	7
Account Number	@XXXXXXXXXX@2488	Statement Dates	10/03/22 thru 10/31/22
Previous Balance	304,968.90	Days This Statement Period	29
28 Deposits/Credits	6,701.91	Average Ledger	308,064.67
12 Checks/Charges	1,343.68	Average Collected	307,943.98
Service Charge	.00		
Interest Paid	.00		
Current Balance	310,327.13		

----------Deposits and Additions----------

Date	Description	Amount
10/03	PYMT PROC TSYS CCD 84870052531161	37.75
10/03	PYMT PROC TSYS CCD 84870052531161	73.95
10/03	DEPOSIT	1,415.00
10/04	PYMT PROC TSYS CCD 84870052531161	45.15
10/05	PYMT PROC TSYS CCD 84870052531161	182.00
10/06	PYMT PROC TSYS CCD	174.69

NON-PROFIT CHECKING @XXXXXXXXXX@2488 (Continued)

Deposits and Additions

Date	Description	Amount
	84870052531161	
10/07	PYMT PROC TSYS CCD 84870052531161	81.50
10/11	PYMT PROC TSYS CCD 84870052531161	31.20
10/11	PYMT PROC TSYS CCD 84870052531161	57.20
10/11	PYMT PROC TSYS CCD 84870052531161	216.54
10/12	PYMT PROC TSYS CCD 84870052531161	418.22
10/13	PYMT PROC TSYS CCD 84870052531161	148.19
10/14	PYMT PROC TSYS CCD 84870052531161	139.84
10/17	PYMT PROC TSYS CCD 84870052531161	2.70
10/17	PYMT PROC TSYS CCD 84870052531161	70.64
10/18	PYMT PROC TSYS CCD 84870052531161	114.95
10/18	DEPOSIT	2,085.00
10/19	PYMT PROC TSYS CCD 84870052531161	504.44

NON-PROFIT CHECKING @XXXXXXXXXX@2488 (Continued)

Deposits and Additions

Date	Description	Amount
10/20	PYMT PROC TSYS CCD 84870052531161	290.95
10/21	PYMT PROC TSYS CCD 84870052531161	71.14
10/24	PYMT PROC TSYS CCD 84870052531161	30.35
10/24	PYMT PROC TSYS CCD 84870052531161	67.25
10/25	PYMT PROC TSYS CCD 84870052531161	29.25
10/26	PYMT PROC TSYS CCD 84870052531161	36.04
10/27	PYMT PROC TSYS CCD 84870052531161	145.69
10/28	PYMT PROC TSYS CCD 84870052531161	59.25
10/31	PYMT PROC TSYS CCD 84870052531161	19.10
10/31	PYMT PROC TSYS CCD 84870052531161	153.93

Debits and Withdrawals

Date	Description	Amount
10/03	FEES SEP TSYS CCD	194.50-

NON-PROFIT CHECKING @XXXXXXXXXX@2488 (Continued)

Debits and Withdrawals

Date	Description	Amount
	84870052531161	
10/03	PURCHASE SAMS CLUB STORES CK #4064 HOOV AL	414.36-
10/06	VERIFICATION OF DEPOSIT CARR RIGGS INGRAM LLC	15.00-
10/13	PURCHASE SAMS CLUB STORES CK #4068 HOOV AL	263.92-
10/14	PURCHASE WAL-MART STORES CK #4070 HOOV AL	30.47-
10/19	PURCHASE WAL-MART STORES CK #4071 BIRM AL	57.31-
10/21	PAYMENT CANTALOUPE DEBIT PPD	10.99-

Summary by Check Number

Date	Check No	Amount	Date	Check No	Amount
10/05	4063	134.85	10/13	4068	263.92
10/03	4064	414.36	10/18	4069	42.69
10/07	4065	27.00	10/14	4070	30.47
10/07	4066	74.84	10/19	4071	57.31
10/17	4067	77.75			

*Indicates Break in Check Number Sequence

Daily Balance Information

Date	Balance	Date	Balance	Date	Balance
10/03	305,886.74	10/13	306,725.82	10/24	309,883.87
10/04	305,931.89	10/14	306,835.19	10/25	309,913.12
10/05	305,979.04	10/17	306,830.78	10/26	309,949.16
10/06	306,138.73	10/18	308,988.04	10/27	310,094.85
10/07	306,118.39	10/19	309,435.17	10/28	310,154.10
10/11	306,423.33	10/20	309,726.12	10/31	310,327.13
10/12	306,841.55	10/21	309,786.27		

NON-PROFI T CHECKING @XXXXXXXXXX@2488 (Continued)

*** E N D OF S T A T E M E N T ***

Access your Pinnacle Bank Online Statements securely, anytime, anywhere.
Enroll for Estatements Today!

Vestavia Hills, AL

Monthly Budget Report

Account Summary

For Fiscal: 2022-2023 Period Ending: 11/30/2022

		November Budget	November Activity	Variance Favorable (Unfavorable)	Percent Remaining	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Percent Remaining	Total Budget
Fund: 01 - GENERAL FUND										
Expense										
01-70-5010-000-500	COMPENSATION	129,175.00	122,832.58	6,342.42	4.91%	255,272.00	243,187.57	12,084.43	4.73%	1,558,721.00
01-70-5015-000-500	PAYROLL TAX EXP	9,878.00	9,174.47	703.53	7.12%	19,569.00	18,429.76	1,139.24	5.82%	119,242.00
01-70-5016-000-500	FRINGE BENEFITS EXP	26,499.00	27,853.59	-1,354.59	-5.11%	53,071.00	55,737.29	-2,666.29	-5.02%	329,944.00
01-70-5045-000-500	EMPLOYEE TRAINING	1,061.00	0.00	1,061.00	100.00%	1,251.00	807.16	443.84	35.48%	15,200.00
Budget Detail										
Description		**Units**	**Price**	**Amount**						
AAPPA Certification Program		1.00	200.00	200.00						
Alabama Library Association Convention		2.00	550.00	1,100.00						
American Library Association Conference		1.00	2,800.00	2,800.00						
Innovative Users Group		1.00	2,000.00	2,000.00						
LibLearn X The Library Experience 2		1.00	2,000.00	2,000.00						
LibLearnX: The Library Experience		1.00	2,000.00	2,000.00						
Technology and Makerspace Training		1.00	1,600.00	1,600.00						
Tyler Connect 2021		1.00	3,500.00	3,500.00						
01-70-5050-000-500	MEMBERSHIP & DUES	198.00	199.00	-1.00	-0.51%	257.00	199.00	58.00	22.57%	2,450.00
Budget Detail										
Description		**Units**	**Price**	**Amount**						
AAPPA Memberships		2.00	50.00	100.00						
Alabama Library Association Memberships		5.00	80.00	400.00						
American Library Association Memberships		4.00	200.00	800.00						
JCPLA Organizational Dues		1.00	500.00	500.00						
Movie Licensing USA Membership		1.00	650.00	650.00						
01-70-5051-000-500	TRAVEL & CONFERENCE	197.00	0.00	197.00	100.00%	483.00	0.00	483.00	100.00%	5,400.00
Budget Detail										
Description		**Units**	**Price**	**Amount**						
American Library Association Conference		1.00	3,200.00	3,200.00						
LibLearnX: The Library learning Experience		1.00	2,200.00	2,200.00						
01-70-5065-000-500	PHYSICALS/DRUG SCREEN	79.00	0.00	79.00	100.00%	104.00	0.00	104.00	100.00%	500.00
01-70-5070-000-500	VEHICLE ALLOWANCE	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%	500.00
01-70-5090-000-500	POSTAGE	0.00	0.00	0.00	0.00%	6.00	0.00	6.00	100.00%	1,150.00
01-70-5100-000-500	SUPPLIES/PRINT & OFFICE	631.00	0.00	631.00	100.00%	752.00	0.00	752.00	100.00%	8,000.00
01-70-5101-000-500	SUPPLIES/LIB PROCESS	159.00	0.00	159.00	100.00%	578.00	0.00	578.00	100.00%	10,000.00

		November Budget	November Activity	Variance Favorable (Unfavorable)	Percent Remaining	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Percent Remaining	Total Budget
01-70-5105-000-500	SUPPLIES/OTHER	0.00	149.80	-149.80	0.00%	245.00	149.80	95.20	38.86%	9,000.00
01-70-5110-000-500	SUPPLIES/JANITORIAL	179.00	3,155.90	-2,976.90	-1,663.07%	481.00	3,415.90	-2,934.90	-610.17%	7,000.00
01-70-5140-000-500	GASOLINE	128.00	0.00	128.00	100.00%	283.00	54.18	228.82	80.86%	1,800.00
01-70-5210-000-500	MAINTENANCE CONTRACTS	22,595.00	30,939.25	-8,344.25	-36.93%	41,978.00	48,554.43	-6,576.43	-15.67%	198,157.00

Budget Detail

Description	Units	Price	Amount
Adobe Creative Suite Licenses	12.00	1,100.00	13,200.00
AlScan Security Camera Maintenance	1.00	5,940.00	5,940.00
American Termite Service	1.00	500.00	500.00
Ameritek Konica Public Computer Maintenance	1.00	2,000.00	2,000.00
Bibliotheca Lockers, Gates, Pads, Self Checks Main	1.00	21,400.00	21,400.00
Citywide Maintenance - American Pest Control	1.00	650.00	650.00
Citywide Maintenance - Bagby Elevator	1.00	3,000.00	3,000.00
Citywide Maintenance - Naturscape, Inc. Landscapin	1.00	10,250.00	10,250.00
Communico Interface	1.00	4,100.00	4,100.00
Comprise Kiosk Maintenance	1.00	3,000.00	3,000.00
Comprise Smart Access Maintenance	1.00	770.00	770.00
Comprise Smart Alec & Money Manager Maintenance	1.00	2,000.00	2,000.00
Dell Network Servers Maintenance	1.00	2,000.00	2,000.00
Emergant Systems Brocade Switches	1.00	4,450.00	4,450.00
Faronics Deep Freeze	1.00	4,000.00	4,000.00
Go Daddy Web Hosting Service	1.00	75.00	75.00
IconTime TimeClock Maintenance	1.00	200.00	200.00
Jani-King Cleaning Service	12.00	2,016.00	24,192.00
JCLC Computer Connections & Contracts	1.00	47,000.00	47,000.00
JCLC Decision Center	1.00	2,100.00	2,100.00
JCLC Email Accounts	1.00	2,500.00	2,500.00
Johnson Controls Security Systems	1.00	4,995.00	4,995.00
Meru Wireless Maintenance	1.00	1,575.00	1,575.00
Microsoft Server Licenses and Agreements for new S	1.00	6,000.00	6,000.00
Mobile Hotspots	25.00	600.00	15,000.00
RJ Young Printer Maintenance	1.00	5,100.00	5,100.00
ScannX, Scanner Maintenance	1.00	800.00	800.00
Sightline Window Cleaning	1.00	5,400.00	5,400.00
Siteground DNS Hosting	1.00	160.00	160.00
VM Ware Platform Renewal	1.00	4,000.00	4,000.00
Wattstopper	1.00	1,800.00	1,800.00

01-70-5310-000-500	MAINT/REP-OFFICE EQUIP	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%	1,000.00
01-70-5350-000-500	MAINT/REP-SMALL EQUIP	0.00	0.00	0.00	0.00%	750.00	0.00	750.00	100.00%	1,500.00
01-70-5370-000-500	MAINT/REP-VEHICLES	48.00	6.00	42.00	87.50%	62.00	12.00	50.00	80.65%	2,500.00
01-70-5380-000-500	MAINT/REP-BUILDING	660.00	421.50	238.50	36.14%	2,285.00	421.50	1,863.50	81.55%	25,000.00

		November Budget	November Activity	Variance Favorable (Unfavorable)	Percent Remaining	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Percent Remaining	Total Budget
01-70-5385-000-500	MAINT/REP-HVAC	1,596.00	0.00	1,596.00	100.00%	2,639.00	1,257.66	1,381.34	52.34%	25,000.00
01-70-5390-000-500	MAINT/REP-ELEC & PLUMB	0.00	500.00	-500.00	0.00%	0.00	500.00	-500.00	0.00%	7,500.00
01-70-5700-000-500	UTILITIES	8,606.00	6,643.23	1,962.77	22.81%	19,726.00	17,792.50	1,933.50	9.80%	124,000.00

Budget Detail

Description	Units	Price	Amount
Alabama Power	1.00	81,000.00	81,000.00
Birmingham Water Works	1.00	11,000.00	11,000.00
BWW Sewer Payment	1.00	800.00	800.00
Charter Communications	1.00	1,740.00	1,740.00
Spire	1.00	29,460.00	29,460.00

01-70-5720-000-500	COMM(TELEPHONE & INTERNET)	1,607.00	724.22	882.78	54.93%	3,252.00	1,595.29	1,656.71	50.94%	19,350.00

Budget Detail

Description	Units	Price	Amount
Altaworx	1.00	8,700.00	8,700.00
AT&T	1.00	900.00	900.00
AT&T Corp.	1.00	6,000.00	6,000.00
iPhones	2.00	650.00	1,300.00
Spectrum (Lockers)	1.00	1,600.00	1,600.00
YouTube	1.00	850.00	850.00

01-70-5840-000-500	PROF CONSULTANTS	0.00	0.00	0.00	0.00%	1,564.00	0.00	1,564.00	100.00%	5,054.00

Budget Detail

Description	Units	Price	Amount
Karen Moody - Erate Consultant	1.00	1.00	1.00
Professional Development Consultants	1.00	2,000.00	2,000.00
Technology Consultants	1.00	3,053.00	3,053.00

01-70-5940-000-500	COMMUNITY INVOLVEMENT	1,668.00	1,026.50	641.50	38.46%	5,765.00	3,215.25	2,549.75	44.23%	40,000.00

Budget Detail

Description	Units	Price	Amount
Adult Department Programs	1.00	9,000.00	9,000.00
Children's Department Programs	1.00	21,000.00	21,000.00
Makerspace Department Programs	1.00	1,000.00	1,000.00
Supplemental Programs & Printing Items as Needed	1.00	4,000.00	4,000.00
Teen Department Programs	1.00	5,000.00	5,000.00

01-70-5940-002-500	OUTREACH/LIB PARK & CH	0.00	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%	3,000.00
01-70-5940-003-500	MARKETING - LIBRARY	190.00	155.00	35.00	18.42%	2,499.00	310.00	2,189.00	87.60%	8,700.00

Budget Detail

Description	Units	Price	Amount
Event Promotions	1.00	500.00	500.00
Printing	1.00	7,000.00	7,000.00

		November Budget	November Activity	Variance Favorable (Unfavorable)	Percent Remaining	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Percent Remaining	Total Budget
Signage and Banners		1.00	1,200.00	1,200.00						
01-70-8100-000-500	PURCHASE/OFFICE & COMP EQUIP	1,501.00	0.00	1,501.00	100.00%	1,501.00	155.73	1,345.27	89.62%	8,000.00
01-70-8150-000-500	PURCHASES-SMALL EQUIP	0.00	0.00	0.00	0.00%	358.00	874.93	-516.93	-144.39%	4,000.00
01-70-8205-000-500	PURCHASES/PERIODICAL REPLACE	7,629.00	0.00	7,629.00	100.00%	16,037.00	19,443.59	-3,406.59	-21.24%	121,260.00
Budget Detail										
Description		**Units**	**Price**	**Amount**						
Birmingham News		1.00	300.00	300.00						
Creative Bug Crafting / Creativity Instruction		1.00	1,100.00	1,100.00						
EBSCO - Print Magazines		1.00	4,500.00	4,500.00						
Hoopla		1.00	50,000.00	50,000.00						
JCLC Databases		1.00	8,000.00	8,000.00						
Kanopy		1.00	2,500.00	2,500.00						
Morning Star & Value Line		1.00	1,260.00	1,260.00						
Niche Academy		1.00	2,100.00	2,100.00						
Overdrive Digital Collections		1.00	45,000.00	45,000.00						
Overdrive Digital Magazines		1.00	3,500.00	3,500.00						
Universal Class		1.00	3,000.00	3,000.00						
01-70-8610-000-500	PURCHASES/BOOKS	11,080.00	7,474.59	3,605.41	32.54%	18,522.00	26,510.53	-7,988.53	-43.13%	147,000.00
	Total Expense:	**225,364.00**	**211,255.63**	**14,108.37**	**6.26%**	**449,290.00**	**442,624.07**	**6,665.93**	**1.48%**	**2,809,928.00**
	Total Fund: 01 - GENERAL FUND:	**225,364.00**	**211,255.63**	**14,108.37**	**6.26%**	**449,290.00**	**442,624.07**	**6,665.93**	**1.48%**	**2,809,928.00**
Fund: 12 - LIBRARY-STATE AID										
Expense										
12-70-5050-000-500	MEMBERSHIP & DUES	2,441.77	0.00	2,441.77	100.00%	4,883.54	0.00	4,883.54	100.00%	29,313.00
	Total Expense:	**2,441.77**	**0.00**	**2,441.77**	**100.00%**	**4,883.54**	**0.00**	**4,883.54**	**100.00%**	**29,313.00**
	Total Fund: 12 - LIBRARY-STATE AID:	**2,441.77**	**0.00**	**2,441.77**	**100.00%**	**4,883.54**	**0.00**	**4,883.54**	**100.00%**	**29,313.00**
Fund: 13 - LIBRARY-BOOKS/DON										
Expense										
13-70-5045-000-500	EMPLOYEE TRAINING	666.40	0.00	666.40	100.00%	1,332.80	0.00	1,332.80	100.00%	8,000.00
13-70-5050-000-500	MEMBERSHIP & DUES	41.65	0.00	41.65	100.00%	83.30	0.00	83.30	100.00%	500.00
Budget Detail										
Description		**Units**	**Price**	**Amount**						
Alabama Library Association - Paraprofessionals		4.00	75.00	300.00						
American Library Association - Library Board		2.00	100.00	200.00						
13-70-5051-000-500	TRAVEL & CONFERENCE	750.00	0.00	750.00	100.00%	1,500.00	0.00	1,500.00	100.00%	9,000.00
Budget Detail										
Description		**Units**	**Price**	**Amount**						
American Library Association Conference Board of T		3.00	2,500.00	7,500.00						
Funds allocated to supplement the General Budget a		1.00	1,500.00	1,500.00						

		November Budget	November Activity	Variance Favorable (Unfavorable)	Percent Remaining	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Percent Remaining	Total Budget
13-70-5052-000-500	EMPLOYEE MISC EXPENSES	41.66	0.00	41.66	100.00%	83.32	0.00	83.32	100.00%	500.00
13-70-5090-000-500	POSTAGE	274.89	0.00	274.89	100.00%	549.78	495.00	54.78	9.96%	3,300.00
13-70-5100-000-500	SUPPLIES/PRINT & OFFICE	41.66	0.00	41.66	100.00%	83.32	0.00	83.32	100.00%	500.00
13-70-5105-000-500	SUPPLIES/OTHER	83.33	0.00	83.33	100.00%	166.66	1,123.19	-956.53	-573.94%	1,000.00
13-70-5110-000-500	SUPPLIES/JANITORIAL	83.33	0.00	83.33	100.00%	166.66	0.00	166.66	100.00%	1,000.00
13-70-5210-000-500	MAINTENANCE CONTRACTS	1,249.50	0.00	1,249.50	100.00%	2,499.00	0.00	2,499.00	100.00%	15,000.00
13-70-5220-000-500	COMPUTER SERVICES/ JCLC	208.33	0.00	208.33	100.00%	416.66	0.00	416.66	100.00%	2,500.00
13-70-5310-000-500	MAINT/REP-OFFICE EQUIP	166.66	0.00	166.66	100.00%	333.32	0.00	333.32	100.00%	2,000.00
13-70-5380-000-500	MAINT/REP-BLDG	333.33	0.00	333.33	100.00%	666.66	0.00	666.66	100.00%	4,000.00
13-70-5605-000-500	RENTAL/STORAGE FACILITY	249.90	93.00	156.90	62.79%	499.80	242.95	256.85	51.39%	3,000.00
13-70-5840-000-500	PROFESSIONAL CONSULTANTS	75.00	0.00	75.00	100.00%	150.00	0.00	150.00	100.00%	900.00
13-70-5940-000-500	COMMUNITY INVOLVEMENT	541.66	0.00	541.66	100.00%	1,083.32	0.00	1,083.32	100.00%	6,500.00

Budget Detail Description	Units	Price	Amount
Adult Department	1.00	1,000.00	1,000.00
Childrens Department	1.00	3,000.00	3,000.00
Programming Items via Pinnacle	1.00	2,000.00	2,000.00
Teen Department	1.00	500.00	500.00

13-70-5990-000-500	BANK CHARGES	0.00	0.00	0.00	0.00%	0.00	220.49	-220.49	0.00%	0.00
13-70-5992-000-500	MERCHANT FEES	249.90	0.00	249.90	100.00%	499.80	0.00	499.80	100.00%	3,000.00
13-70-8100-000-500	PURCHASE-OFFICE & COMP EQUIP	333.20	0.00	333.20	100.00%	666.40	0.00	666.40	100.00%	4,000.00
13-70-8150-000-500	PURCHASES-SMALL EQUIP	41.66	0.00	41.66	100.00%	83.32	0.00	83.32	100.00%	500.00
13-70-8205-000-500	PURCHASES/PERIODICAL REPLACE	41.66	0.00	41.66	100.00%	83.32	0.00	83.32	100.00%	500.00
13-70-8500-000-500	PURCHASES-CAP (UNDER $5K)	333.33	0.00	333.33	100.00%	666.66	0.00	666.66	100.00%	4,000.00

Budget Detail Description	Units	Price	Amount
Landscaping Maintenance - Use Fund Balance	1.00	4,000.00	4,000.00

13-70-8610-000-500	PURCHASES-BOOKS	25.00	0.00	25.00	100.00%	50.00	0.00	50.00	100.00%	300.00
	Total Expense:	**5,832.05**	**93.00**	**5,739.05**	**98.41%**	**11,664.10**	**2,081.63**	**9,582.47**	**82.15%**	**70,000.00**
	Total Fund: 13 - LIBRARY-BOOKS/DON:	**5,832.05**	**93.00**	**5,739.05**	**98.41%**	**11,664.10**	**2,081.63**	**9,582.47**	**82.15%**	**70,000.00**
	Report Total:	**233,637.82**	**211,348.63**	**22,289.19**	**9.54%**	**465,837.64**	**444,705.70**	**21,131.94**	**4.54%**	**2,909,241.00**

Group Summary

Account Type	November Budget	November Activity	Variance Favorable (Unfavorable)	Percent Remaining	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Percent Remaining	Total Budget
Fund: 01 - GENERAL FUND									
Expense	225,364.00	211,255.63	14,108.37	6.26%	449,290.00	442,624.07	6,665.93	1.48%	2,809,928.00
Total Fund: 01 - GENERAL FUND:	**225,364.00**	**211,255.63**	**14,108.37**	**6.26%**	**449,290.00**	**442,624.07**	**6,665.93**	**1.48%**	**2,809,928.00**
Fund: 12 - LIBRARY-STATE AID									
Expense	2,441.77	0.00	2,441.77	100.00%	4,883.54	0.00	4,883.54	100.00%	29,313.00
Total Fund: 12 - LIBRARY-STATE AID:	**2,441.77**	**0.00**	**2,441.77**	**100.00%**	**4,883.54**	**0.00**	**4,883.54**	**100.00%**	**29,313.00**
Fund: 13 - LIBRARY-BOOKS/DON									
Expense	5,832.05	93.00	5,739.05	98.41%	11,664.10	2,081.63	9,582.47	82.15%	70,000.00
Total Fund: 13 - LIBRARY-BOOKS/DON:	**5,832.05**	**93.00**	**5,739.05**	**98.41%**	**11,664.10**	**2,081.63**	**9,582.47**	**82.15%**	**70,000.00**
Report Total:	**233,637.82**	**211,348.63**	**22,289.19**	**9.54%**	**465,837.64**	**444,705.70**	**21,131.94**	**4.54%**	**2,909,241.00**

Fund Summary

Fund	November Budget	November Activity	Variance Favorable (Unfavorable)	Percent Remaining	YTD Budget	YTD Activity	Variance Favorable (Unfavorable)	Percent Remaining	Total Budget
01 - GENERAL FUND	225,364.00	211,255.63	14,108.37	6.26%	449,290.00	442,624.07	6,665.93	1.48%	2,809,928.00
12 - LIBRARY-STATE AID	2,441.77	0.00	2,441.77	100.00%	4,883.54	0.00	4,883.54	100.00%	29,313.00
13 - LIBRARY-BOOKS/DON	5,832.05	93.00	5,739.05	98.41%	11,664.10	2,081.63	9,582.47	82.15%	70,000.00
Report Total:	**233,637.82**	**211,348.63**	**22,289.19**	**9.54%**	**465,837.64**	**444,705.70**	**21,131.94**	**4.54%**	**2,909,241.00**

Vestavia Hills, AL

Balance Sheet
Account Summary
As Of 11/01/2022

Account	Name	Balance	
Fund: 12 - LIBRARY-STATE AID			
Assets			
Department: 00 - Department 00			
12-00-1031-000-000	CLAIM ON CASH	6,700.97	
12-00-1941-000-000	DUE FROM OTHER FUNDS	0.00	
	Total Department 00 - Department 00:	**6,700.97**	
	Total Assets:	**6,700.97**	**6,700.97**
Liability			
Department: 00 - Department 00			
12-00-2000-000-000	ACCOUNTS PAYABLE	0.00	
12-00-2005-000-000	ACCOUNTS PAYABLE/OTHER	0.00	
12-00-2741-000-000	DUE TO GENERAL FUND	0.00	
12-00-2830-000-000	ENCUMBRANCES	0.00	
12-00-2840-000-000	RESERVE FOR ENCUMBRANCES	0.00	
	Total Department 00 - Department 00:	**0.00**	
	Total Liability:	**0.00**	
Equity			
Department: 00 - Department 00			
12-00-2950-000-000	FUND BALANCE/RESTRICTED	6,700.97	
	Total Department 00 - Department 00:	**6,700.97**	
	Total Beginning Equity:	**6,700.97**	
Total Revenue		0.00	
Total Expense		0.00	
Revenues Over/Under Expenses		**0.00**	
	Total Equity and Current Surplus (Deficit):	**6,700.97**	
	Total Liabilities, Equity and Current Surplus (Deficit):		**6,700.97**

Account	Name	Balance	
Fund: 13 - LIBRARY-BOOKS/DON			
Assets			
Department: 00 - Department 00			
13-00-1010-000-000	PETTY CASH	600.00	
13-00-1022-001-000	DONATION	310,327.13	
13-00-1031-000-000	CLAIM ON CASH	29,070.23	
13-00-1131-000-000	INVESTMENTS	0.00	
13-00-1230-000-000	ACCOUNTS RECEIVABLE	0.00	
13-00-1341-000-000	PREPAID EXPENSES	0.00	
	Total Department 00 - Department 00:	**339,997.36**	
	Total Assets:	**339,997.36**	**339,997.36**
Liability			
Department: 00 - Department 00			
13-00-2000-000-000	ACCOUNTS PAYABLE	737.95	
13-00-2005-000-000	ACCOUNTS PAYABLE/OTHER	0.00	
13-00-2741-000-000	DUE TO OTHER FUNDS	0.00	
13-00-2830-000-000	ENCUMBRANCES	0.00	
13-00-2840-000-000	RESERVE FOR ENCUMBRANCES	0.00	
	Total Department 00 - Department 00:	**737.95**	
	Total Liability:	**737.95**	
Equity			
Department: 00 - Department 00			
13-00-2900-000-000	RESERVE FOR PPD/INV	0.00	
13-00-2950-000-000	FUND BALANCE/RESTRICTED	330,495.59	
	Total Department 00 - Department 00:	**330,495.59**	
	Total Beginning Equity:	**330,495.59**	
Total Revenue		10,845.45	
Total Expense		2,081.63	
Revenues Over/Under Expenses		**8,763.82**	
	Total Equity and Current Surplus (Deficit):	**339,259.41**	
	Total Liabilities, Equity and Current Surplus (Deficit):		**339,997.36**

VESTAVIA HILLS LIBRARY IN THE FOREST
TECHNOLOGY AND EQUIPMENT
(Portion of policy to be amended)

COMPUTER AND INTERNET USE

In keeping with the Library's mission to ensure that users have the right and means to free and open access to ideas and information and to help people obtain information to meet their personal, cultural, educational and professional needs, the Library offers computers for public use, including access to the Internet. Access to this electronic resource allows the Library to expand its print and non-print collections, to extend our community's reach around the globe for information of interest, and enable our patrons to enjoy self-directed lifelong learning.

Evaluating and Using Internet Resources

The Internet, as an information resource, enables the Library to provide information beyond the confines of its own collection. It allows access to ideas, information, and commentary from around the globe. Currently, it is an unregulated medium. As such, it offers access to a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages. However, it also enables access to some material that may be offensive, disturbing, and/or illegal. Information on the Internet may be reliable and current, or it may be inaccurate, out-of-date, or unavailable at times. *Library users access the Internet at their own discretion.* Misuse and/or abuse of Internet access or library equipment will result in loss of computer privileges. The Library does not endorse, support, or condone the use of its equipment for materials that violate accepted community standards.

Patrons should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding users' activities. The Library will not release information on the use of specific Internet resources by members of the public except as required by law or necessary for the proper operation of the Library.

Minors using the computer network or Internet should not reveal personal information. They should never give out a home address, phone number, real last name, or any other information to people who might try to locate them. Children should not arrange meetings with people they have "met" on the Internet. Regardless of age, users should never agree to meet people they have communicated with on the Internet in a secluded place or private setting.

Filtering the Internet

The host site for our Internet access is the Public Libraries in Jefferson County (PLJC). The PLJC is the countywide, non-profit organization dedicated to providing Internet access and many other services to 41 public libraries in Jefferson County. The Library filters public and staff computers for child pornography, obscenity and material deemed "harmful to minors" by the Children's Internet Protection Act, but no filtering service is completely effective. The Library does not edit what is made available or filtered out by this service. If a staff member determines that a patron is accessing a site which violates Library policy, the patron will be asked to leave the site.

Supervising Children's Use

Parents and legal guardians of children under the age of eighteen (18) are responsible for monitoring their children's use of the Internet and for deciding what Internet and other Library resources are appropriate for their children.

Internet privileges are available in the Children's Department for preschool through fifth grade and in the Teen Services Department for grades six through 12. No filtering software can control access to all materials that an individual may deem inappropriate. Therefore, parents are advised to supervise their children's Internet sessions and not to rely on filtering software. As with all Library resources, the Library affirms the right and responsibility of the parent/legal guardian, not Library staff, to determine and monitor their minor children's use of the Internet. Patrons under the age of 18 must have their parent/guardian's permission to bypass the computer filter, and the parent/guardian must remain with the child while the filter is disabled. Parents are required to remain with their children under the age of five years during a computer session. Children ages five years and older may use the computers without direct adult supervision; however, parents may not leave children eight years old and under unattended at the library.

Public Computer and Internet Use Guidelines

By using a computer workstation at the Vestavia Hills Library in the Forest patrons agree to follow these rules governing computer use. The Library reserves the right to modify these rules. All users assume responsibility for using computer workstations in an ethical and legal manner in accordance with Library policy and local, state and federal laws. If patrons fail to follow these rules, the Library may suspend or terminate use of library computers. The Library is not responsible for a patron's Internet use. The user, or the parent/legal guardian of a minor, is responsible for his or her own session at all times.

1. The Library reserves the right to place time limits on daily computer use; the limit may vary according to level of demand. Each computer session is sixty minutes. Time limits can be extended for an additional thirty minutes by requesting the extension before their time runs out, and only if there are other computers not being used. Sessions will not be extended past that point.

2. Patrons must use their Library card, or request a guest pass to access computers.

3. Staff will provide assistance to patrons as time and knowledge permits.

4. The Library reserves the right to terminate an Internet session that disrupts Library services or that involves user behavior that violates Library policy.

5. Only one person at a time may use a computer. Exceptions may be made for a parent who is assisting his or her child.

6. No software may be installed on Library computers.

7. ~~Patrons may download or save information onto a flash drive (USB) or temporarily to the Library's patron document folder.~~ Patrons may download or save information onto a personal flash drive (USB).

8. Since software and information downloaded from any source, including the Internet, may contain computer viruses, users are advised to utilize virus-checking software on their home computers. The Library is not responsible for damage to flash drives or computers or for any loss of data, damage, or liability that may occur from use of the Library's computers.

9. The Library is not responsible for lost work.

10. A scanner is available for patron use.

11. ~~A Print Card is required for printing or photocopying. Patrons must purchase an EZ Print Card in order to use the system. Print Cards have a one time cost of $0.50 and additional funds may be added to it as needed by the patron. The Library charges a fee of $0.10 for each black and white page printed and $0.50 for color.~~ Patrons may print or photocopy with a library card or a guest pass. The Library charges a fee of $0.10 for each black and white page and $0.50 for each color page.

Patrons May Not:

1. Vandalize equipment. This includes but is not limited to damaging or attempting to damage or destroy equipment, software, or data belonging to the Library or to other users, including adding, altering or deleting files on Library workstations or other computer equipment.

2. Engage in activity that causes harm to others or damage to property.

3. Engage in activity that jeopardizes the security of the computer network or other networks on the Internet.

4. Represent themselves as another person for purposes of fraud or other illegal activity.

5. Engage in any activity which is deliberately offensive, libelous or slanderous.

6. Incur any costs to the Vestavia Hills Library in the Forest.

7. Use email or other formats of electronic communication in any way that compromises the safety of minors. Minors may not disseminate private information about themselves or others, including giving out credit card or social security numbers and arranging without the permission of parent/guardian any face-to-face meetings with others they have "met" on the computer network or Internet.

8. Cause the Library to incur liability for direct, indirect or consequential damages related to the use of information accessed through the Library's Internet service. The Library, having installed filtering technology, will have no liability for damages related to the operation, failure, or user circumvention of the filter.

9. Since software and information downloaded from any source, including the Internet, may contain computer viruses, users are advised to utilize virus-checking software on their home computers. The Library is not responsible for damage to flash drives or computers or for any loss of data, damage or liability that may occur from use of the Library's computers.

10. Use any Library workstation that violates the law or encourage others to violate the law, including without limitation:

    a. Transmitting of offensive or harassing messages, offering for sale or use any substance or use of which is prohibited by law, or transmitting or downloading child pornography.
    b. Violating software license agreements.
    c. Gain unauthorized access to other computers or computer systems, or to attempt to gain such unauthorized access.

d. Unauthorized copying of copyrighted material. (Such materials may include, but are not limited to, software, data, text files, images and sounds. Each Internet user bears full responsibility for compliance with applicable copyright law. The Library expressly disclaims any liability or responsibility resulting from any user's failure to comply with these laws, and reserves the right to confiscate illegal copies that are created with its equipment.)

e. Disseminating or publicly displaying obscene matter. (Code of Alabama §13A-12-200.3)

f. Disseminating or publicly displaying obscene matter containing visual reproductions of persons less than 17 years of age involved in obscene acts. (Code of Alabama §13A-12-191)

g. Violation of above State ordinances 13A-12-200.3 and 13A-12-191 may subject you to loss of Library privileges or criminal prosecution.

VESTAVIA HILLS LIBRARY IN THE FOREST
ELECTRONIC MEETING POLICY

Purpose

This policy establishes the details and procedures for Electronic Meetings that the Vestavia Hills Library in the Forest's (Library) Board of Trustees (Board) may hold to supplement in-person meetings as stated in the Code of Alabama in accordance with Act #2022-421. This policy provides specifics on when the Board will hold electronic meetings, the procedures for public attendance, the communication equipment the Library will utilize for the meetings, and how voting will occur.

Definitions

For the purposes of this policy, "electronic" includes telephone conference, video conference, or similar communication technologies, such as Zoom, Webex, Teams, etc.

Requirements for Electronic Meetings

The Board's electronic meetings may occur if a Board member cannot attend the meeting, and the Board meets the following requirements:

1. The Board has posted and notified the public that the meeting will occur 7 days prior to the meeting date.
2. At least 3 Board members (i.e. a quorum) physically attend the meeting.
3. All Board members and the attending public can hear each individual who attends remotely.

Electronic Meeting Technology

The Board will utilize Zoom to conduct its electronic meetings. The Library will provide login information to all virtual attendees and post it to its website at least 3 days prior to the meeting date. The Library's Technology Department will provide login assistance to any individual who requires it.

Public Attendance

The public may attend all general Board meetings, including electronic meetings. This excludes executive sessions. Attendance at Board meetings does not allow the public to participate to any extent beyond hearing the meeting.

Meeting Schedule

The Library will prepare an agenda and a Board packet prior to each general meeting. The Board will follow Robert's Rules of Order. Roll call voting will occur, where each Board member will individually vote in a manner that allows all participants, whether physical or virtual, to hear. The Library will distribute Minutes of the meeting after their approval at the next Board meeting.

Adopted and Approved by the Vestavia Hills Library in the Forest's Board of Trustees 12/7/2022

LIBRARY
IN THE FOREST
VESTAVIA HILLS

Library Board of Trustees 2023 Committee Assignments and Initiatives

Mission: As an innovative and vibrant community center, the Vestavia Hills Library in the Forest cultivates dynamic resources, environmentally conscious facilities and opportunities for life-long-learning, cultural enrichment, personal empowerment, and entertainment for all.

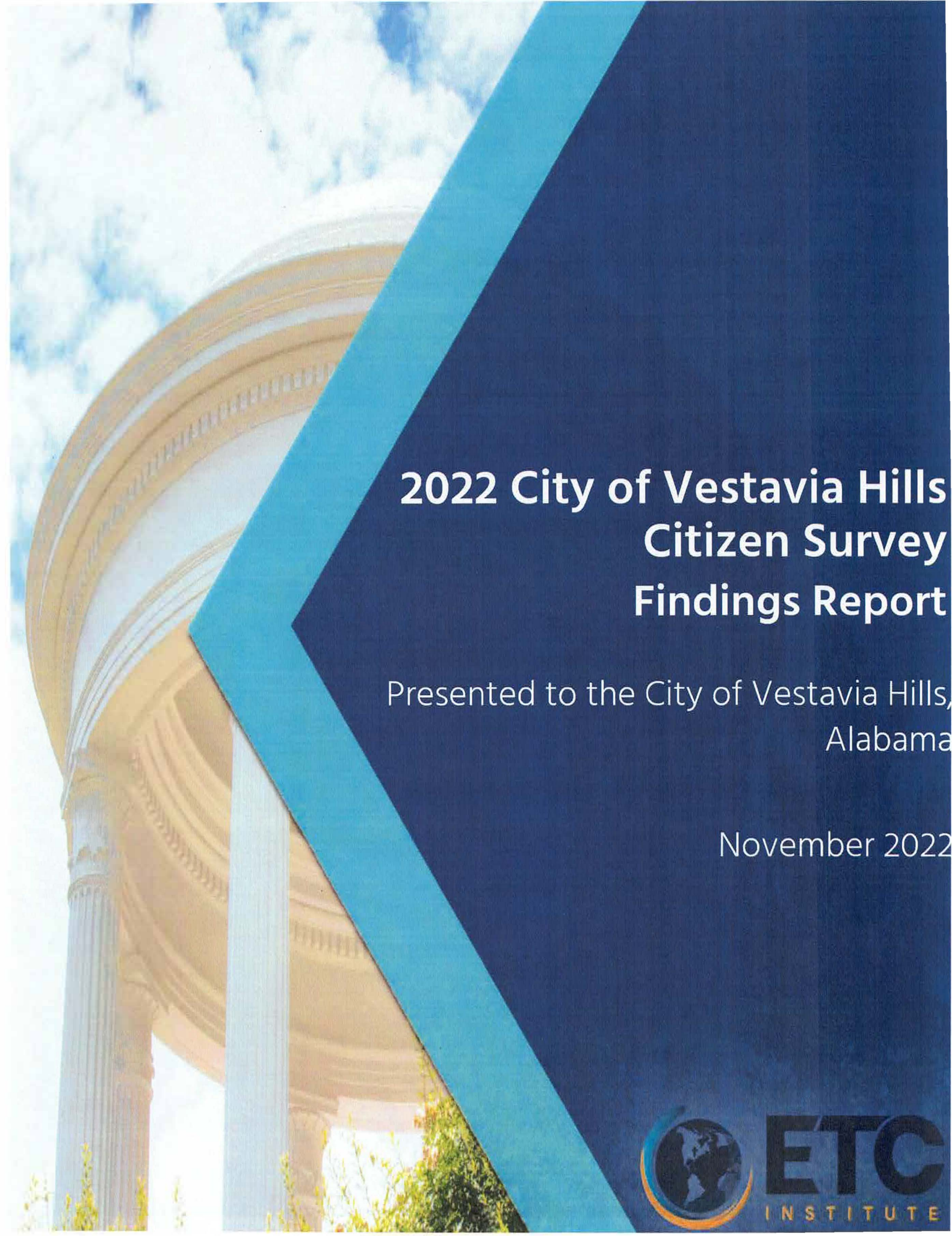
2023 Committee Assignments (To include the BOT Emeritus)

RESPONSIBILITY	*PRIMARY*	*SECONDARY*	*ASSIGNMENT DETAILS*
Budgeting / Finance			Assist with 2023/2024 budget preparation and approval. Attend annual budget hearings.
Facilities / Construction			Work with Deputy Director to evaluate facility needs and funding required for sustaining and improving the facility. Assist with facility updates and construction projects.
Human Resources / Staff Support			Work with Library Director to update job descriptions, resolve personnel matters and staffing concerns as they arise. Support staff training and development opportunities.
Policies			Review and evaluate new and updated policies before submission to the BOT for approval.
Foundation Liaison			Represent the BOT by attending Foundation meetings and serving on committees as needed.
Friends Liaison			Represent the BOT by attending monthly Friends programs and serving on committees as needed.
Junior Board Liaison			Represent the BOT by attending Junior Board meetings and serving with them as needed.
Grant Writing / Funding Opportunities			Work with Library Director, staff and Foundation Board members to locate, write and submit grants for Library.
Outreach to Schools	Entire Board will focus on this.		Liaison to school system, promoting Library services and offerings. Work to establish solid communication and partnerships.
Strategic Planning			Work with Library staff to potentially hire and/or develop and establish a directed effort for developing the Library's future goals and purpose.
Outreach to LP and CH			Work with Library Director and Marketing Manager to formulate strategies for effective outreach to these areas.

Marketing			Work with Marketing Manager by submitting and implementing ideas that promote the library via social media, in-house and in various City publications.

2023/2024 Initiatives for Final Decisions

- Water bottle filling stations
- Replace flooring at the main entrance
- Projector or video wall for Community Room
- Tesla charging station
- Upgrade library's technology system
- Replace outdoor furniture
- Finish upholstery as needed
- New website
- Other suggestions _____



2022 City of Vestavia Hills Citizen Survey Findings Report

Presented to the City of Vestavia Hills, Alabama

November 2022

ETC INSTITUTE

Contents

Executive Summary i

Section 1: Charts and Graphs 1

Section 2: Benchmarking Analysis 57

Section 3: Importance-Satisfaction Analysis 79

Section 4: Tabular Data 91

Section 5: Survey Instrument 146

Executive Summary

2022 City of Vestavia Hills Citizen Survey
Executive Summary

Purpose

ETC Institute administered the *DirectionFinder®* survey for the City of Vestavia Hills during the fall of 2022. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of city services. This is the fifth time that the City of Vestavia Hills has administered a citizen survey with ETC Institute. Previous surveys were conducted in 2011, 2014, 2017, and 2020.

Methodology

A seven-page survey was mailed to a random sample of households in the City of Vestavia Hills. Approximately ten days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. The goal was to receive a minimum of 400 completed surveys. This goal was met, with 470 households completing the survey. The results for the random sample of 470 households have a 95% level of confidence with a precision of at least +/-4.5%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online). In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of respondents to the resident survey based on the location of their home.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Vestavia Hills with the results from other communities in the *DirectionFinder®* database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking data that show how the results for Vestavia Hills compare to other communities
- Importance-Satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument

2022 City of Vestavia Hills Citizen Survey
Executive Summary

Major Findings

- **Overall Satisfaction with City services.** The overall City services that residents, *who had an opinion,* were most satisfied with (rating of 4 or 5 on a 5-point scale) were; the quality of public safety services (97%), the quality of public library facilities/services (93%), and the quality of the City's school system (92%). Those surveyed were least satisfied with the quality of the City's stormwater runoff and management system (36%).

- **Overall Priorities.** The overall areas that residents thought should receive the most emphasis from the City of Vestavia Hills over the next two years were: 1) maintenance of City streets and facilities, 2) quality of the City's stormwater runoff and management system, and 3) flow of traffic and congestion management in the City.

- **Perceptions of the City.** Most of the residents surveyed (92%), *who had an opinion,* were satisfied with the overall quality of life in Vestavia Hills; only 2% were dissatisfied. Most were also satisfied (89%) with the overall quality of services provided by the City.

- **Trash Services Provided by AmWaste.** Eighty-six percent (86%) of residents surveyed, *who had an opinion,* were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash collection services provided by AmWaste, and 83% were satisfied with the route schedule. Those surveyed were least satisfied with "mixed stream" recycling services (59%).

- **Public Safety.** The public safety services that residents, *who had an opinion,* were most satisfied with (rating of 4 or 5 on a 5-point scale) were: overall quality of local fire protection (98%), overall quality of local police protection (94%), how quickly fire/emergency personnel respond to emergencies (92%), and overall credibility of the police department (92%). Those surveyed were least satisfied with the quality of animal control (71%).

- **Feelings of Safety in the City.** Nearly all (99%) of the residents surveyed, *who had an opinion,* felt safe, in general (rating of 3 or 4 on a 4-point scale) in Vestavia Hills. In addition, 99% of residents felt safe in their neighborhood during the day and 99% felt safe on school campuses.

- **Codes and Ordinances.** Seventy-six percent (76%) of the residents surveyed, *who had an opinion,* were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of codes designed to protect public safety, and 67% were satisfied with the enforcement of cleanup of litter on private property. Those surveyed were least satisfied with the enforcement of maintenance of residential property (61%).

2022 City of Vestavia Hills Citizen Survey
Executive Summary

- **City Maintenance.** The maintenance services that residents, *who had an opinion,* were most satisfied with (rating of 4 or 5 on a 5-point scale) were: maintenance of City owned buildings (90%), maintenance of traffic signals (84%), and cleanliness of City streets/other public areas (83%). Those surveyed were least satisfied with the adequacy of City street lighting (64%).

- **Parks and Recreation.** The parks and recreation services that residents, *who had an opinion,* were most satisfied with (rating of 4 or 5 on a 5-point scale) were: the maintenance of City ballfields (86%), swimming pools (Aquatic Complex) (86%), the maintenance of City parks (81%), and outdoor athletic fields (70%) Those surveyed were least satisfied with City recreational programs (49%).

- **City Communication.** Seventy-seven percent (77%) of the residents surveyed, *who had an opinion,* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the community newsletter and 68% were satisfied with the availability of information about City programs and services. Those surveyed were least satisfied with the level of public involvement in local decision-making (52%).

- **Library in the Forest.** The Library in the Forest services that residents, *who had an opinion,* were most satisfied with (rating of 4 or 5 on a 5-point scale) were: maintenance of facility and grounds (93%), the hours of operation (90%), the quality of customer service (86%), the availability of traditional library materials (84%), curbside pickup (78%), access and speed of internet (77%), programs and services for children, ages 0-12 (76%), and availability of seating for individual study (75%). Those surveyed were least satisfied with knowledge and use of hashtag #PictureyourselfieVH (52%).

- **City Leadership.** Three-fourths (75%) of residents surveyed, *who had an opinion,* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of leadership by the City's elected officials.

- **Customer Service from City Employees.** Of the 38% of residents who contacted the City with a question, problem or complaint during the past year, 90% of those surveyed, *who had an opinion,* indicated the customer service contact was "always" or "usually" courteous and polite. Those surveyed who had contacted the City during the past year were least satisfied with the overall resolution to their issue (68% indicating "always" or "usually").

- **Priority for School Facility Improvements.** Eighty-seven percent (87%) of the residents surveyed, *who had an opinion,* gave the highest priority (rating of 4 or 5 on a 5-point scale) to adding new learning opportunities for middle and high school students and 83% gave the highest priority to adding new learning opportunities for elementary students. Those surveyed gave the lowest priority to enhancing energy efficiency of all campuses (51%).

2022 City of Vestavia Hills Citizen Survey
Executive Summary

- **Agreement With Various Statements Regarding the School System.** Eighty-eight percent (88%) of the residents surveyed, *who had an opinion,* showed the highest levels of agreement (rating of 4 or 5 on a 5-point scale) with the statement, *"Safety and security of school facilities is of the highest importance."* Other statements that respondents most strongly agree with include: *"The quality of the school facilities keeps my property value high"* (86%), *"The school system should strengthen the ways it supports students in academic and other challenges"* (82%), and *"I chose to live in Vestavia Hills specifically because of the quality of its schools"* (76%). Those surveyed agreed least with the statement, *"I would support a property tax increase to fund school facility improvements"* (39%).

- **Additional Information Needed to Support Tax Increase for School System.** Eighty-nine percent (89%) of the residents surveyed, *who had an opinion,* showed the highest levels of agreement (rating of 4 or 5 on a 5-point scale) that more details are needed about how the Board of Education spends the funds that it already receives. Other information that respondents most strongly agree is needed include: more details about the value of expanding academic programs for all students (84%), and more details about safety, security, and accessibility improvements (81%). Those surveyed agreed least with the need for more details about energy efficiency improvements (70%).

Other Findings

- 44% of those surveyed indicated they have called "911." Of those, 100% said their call was answered in a timely manner, 99% felt they were treated professionally, and 98% indicated their call resulted in a satisfactory resolution.

- Improvement projects that respondents indicated were the most important, based on the sum of their first and second highest priorities, were: road resurfacing and reconstruction (53%), improved stormwater infrastructure (52%), and expanded police protection and facilities (42%).

2022 City of Vestavia Hills Citizen Survey
Executive Summary

Trends Since 2020

The significant increases and decreases among all of the items that were assessed in 2020 and 2022 are listed below and on the following page; changes of 5% or more were considered significant.

Service	2022	2020	Difference	Category
Community recreational centers	58%	42%	16%	Parks and Recreation
Route schedule	83%	69%	14%	Trash Services Provided by AmWaste
Brush & bulky removal services	75%	63%	12%	Trash Services Provided by AmWaste
Maintenance of City ballfields	86%	74%	12%	Parks and Recreation
Outdoor athletic fields	80%	68%	12%	Parks and Recreation
Number of City parks	75%	63%	12%	Parks and Recreation
Maintenance of City parks	81%	70%	11%	Parks and Recreation
City's senior programs	53%	42%	11%	Parks and Recreation
Litter control along major streets	71%	60%	11%	Trash Services Provided by AmWaste
Maintenance of major City streets	77%	66%	11%	City Maintenance
Enforcing mowing/trimming of private property	63%	53%	10%	Codes and Ordinances
Swimming pools (Aquatic Complex)	86%	76%	10%	Parks and Recreation
Enforcing maintenance of residential property	61%	52%	9%	Codes and Ordinances
Enforcing cleanup of litter on private property	67%	59%	8%	Codes and Ordinances
Number of walking & biking trails	51%	43%	8%	Parks and Recreation
Quality of City parks & rec programs/facilities	82%	74%	8%	Major Categories of City Services
Adequacy of City street lighting	64%	57%	7%	City Maintenance
Quality of City's web page	67%	60%	7%	Communication
Ease of registering for programs	67%	61%	6%	Parks and Recreation
City recreational programs	49%	43%	6%	Parks and Recreation
Level of public involvement in decision making	52%	46%	6%	Communication
Quality of public library facilities/services	93%	88%	5%	Major Categories of City Services
City's youth athletic programs	77%	72%	5%	Parks and Recreation
Quality of customer service from City employees	85%	80%	5%	Major Categories of City Services
Fees charged for recreational programs	60%	55%	5%	Parks and Recreation
Passport application processing	73%	68%	5%	Library in the Forest
Maintenance of City owned buildings	90%	86%	4%	City Maintenance
Meeting room rental opportunities	73%	69%	4%	Library in the Forest
They were easy to contact	80%	76%	4%	Customer Service
Maintenance of street signs	82%	78%	4%	City Maintenance
Maintenance of sidewalks	70%	66%	4%	City Maintenance
Enforcing maintenance of business property	65%	62%	3%	Codes and Ordinances
Mowing/trimming along streets/other public areas	80%	77%	3%	City Maintenance
Maintenance of walking/hiking trails	75%	72%	3%	Library in the Forest
Cleanliness of City streets/other public areas	83%	80%	3%	City Maintenance
Overall quality of public safety services	97%	95%	2%	Major Categories of City Services
Effectiveness of City communication with public	76%	74%	2%	Major Categories of City Services
As a place to raise children	97%	95%	2%	Ratings of the City
Residential trash collection services	86%	84%	2%	Trash Services Provided by AmWaste
Overall quality of local fire protection	98%	96%	2%	Public Safety Services
Quality of animal control	71%	69%	2%	Public Safety Services
Transparency of City government	61%	59%	2%	Communication
Awareness of library events and offerings	67%	65%	2%	Library in the Forest
Programs and services for adults, ages 50 and up	66%	64%	2%	Library in the Forest

2022 City of Vestavia Hills Citizen Survey
Executive Summary

Trends Since 2020 (cont.)

Service	2022	2020	Difference	Category
Quality of City's school system	92%	91%	1%	Major Categories of City Services
Overall quality of life in the City	92%	91%	1%	Perceptions of the City
As a place to live	97%	96%	1%	Ratings of the City
How quickly police respond to emergencies	91%	90%	1%	Public Safety Services
Feeling of safety on school campuses	99%	98%	1%	Feeling of Safety
Feeling of safety in commercial and retail areas	99%	98%	1%	Feeling of Safety
Feeling of safety in City parks	98%	97%	1%	Feeling of Safety
Enforcing codes designed to protect public safety	76%	75%	1%	Codes and Ordinances
Enforcing sign regulations	67%	66%	1%	Codes and Ordinances
Maintenance of traffic signals	84%	83%	1%	City Maintenance
Availability of info about City programs/services	68%	67%	1%	Communication
Availability of info on other services/programs	63%	62%	1%	Communication
They were courteous & polite	90%	89%	1%	Customer Service
Helped resolve an issue to satisfaction	68%	67%	1%	Customer Service
Did what they said they would in a timely manner	69%	68%	1%	Customer Service
Overall feeling of safety in Vestavia Hills	99%	99%	0%	Feeling of Safety
Quality of community newsletter	77%	77%	0%	Communication
Quality of leadership by City's elected officials	75%	75%	0%	City Leadership
Enforcement of City codes & ordinances	68%	69%	-1%	Major Categories of City Services
Maintenance of facility and grounds	93%	94%	-1%	Library in the Forest
Effectiveness of appointed boards/commissions	68%	69%	-1%	City Leadership
As a place to work	75%	76%	-1%	Ratings of the City
Overall quality of local police protection	94%	95%	-1%	Public Safety Services
How quickly fire/emergency personnel respond	92%	93%	-1%	Public Safety Services
Overall credibility of police department	92%	93%	-1%	Public Safety Services
Overall visibility of police	89%	90%	-1%	Public Safety Services
Feeling of safety in your neighborhood during the day	99%	100%	-1%	Feeling of Safety
Feeling of safety in your neighborhood at night	97%	98%	-1%	Feeling of Safety
Effectiveness of the Department heads & Staff	71%	72%	-1%	City Leadership
Gave prompt/accurate/complete answers	73%	74%	-1%	Customer Service
Programs and services for teens 13-19	68%	70%	-2%	Library in the Forest
Overall quality of services provided by the City	89%	91%	-2%	Perceptions of the City
Quality of local ambulance service	91%	93%	-2%	Public Safety Services
Quality of customer service	86%	88%	-2%	Library in the Forest
Programs and services for children 0-12	76%	78%	-2%	Library in the Forest
Computer classes and tutorials	66%	68%	-2%	Library in the Forest
Programs and services for adults 20-49	66%	69%	-3%	Library in the Forest
Overall appearance of the City	69%	72%	-3%	Perceptions of the City
City's efforts to prevent crime	87%	90%	-3%	Public Safety Services
Fire safety education programs	75%	78%	-3%	Public Safety Services
Overall image of the City	83%	88%	-5%	Perceptions of the City
"Mixed Stream" recycling services	59%	64%	-5%	Trash Services Provided by AmWaste
Community oriented policing programs	75%	80%	-5%	Public Safety Services
Flow of traffic & congestion mgmt. in the City	63%	69%	-6%	Major Categories of City Services
Maintenance of City streets & facilities	51%	57%	-6%	Major Categories of City Services
Access to materials via lockers at Liberty Pharmacy	55%	61%	-6%	Library in the Forest
Value that you receive for City tax dollars/fees	70%	79%	-9%	Perceptions of the City
Quality of City's stormwater runoff/mgmt. system	36%	54%	-18%	Major Categories of City Services

2022 City of Vestavia Hills Citizen Survey
Executive Summary

How the City of Vestavia Hills Compares to Other Communities Nationally

Satisfaction ratings for the City of Vestavia Hills **rated above the U.S. average in 47 of the 49 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 46 of these areas. The table below shows how the City of Vestavia Hills compares to the U.S. average:

Service	Vestavia Hills	U.S.	Difference	Category
As a place to live	97%	50%	47%	Overall Ratings of the Community
Quality of City's school system	92%	47%	45%	Major Categories of City Services
Quality of customer service from City employees	85%	41%	44%	Major Categories of City Services
Feeling of safety in City parks	98%	56%	42%	Feeling of Safety in the Community
Overall quality of local police protection	94%	55%	39%	Public Safety Services
Effectiveness of City communication with public	76%	38%	38%	Major Categories of City Services
Overall quality of services provided by the City	89%	51%	38%	Perceptions of the City
City's efforts to prevent crime	87%	50%	37%	Public Safety Services
Quality of leadership by City's elected officials	75%	39%	36%	City Leadership
Value that you receive for City tax dollars/fees	70%	34%	36%	Perceptions of the City
As a place to raise children	97%	62%	35%	Overall Ratings of the Community
Feeling of safety in your neighborhood at night	97%	63%	34%	Feeling of Safety in the Community
How quickly police respond to emergencies	91%	58%	33%	Public Safety Services
Maintenance of City owned buildings	90%	57%	33%	City Maintenance
Feeling of safety in commercial and retail areas	99%	66%	33%	Feeling of Safety in the Community
Effectiveness of the Department heads & Staff	71%	39%	32%	City Leadership
Quality of City parks & rec programs/facilities	82%	51%	31%	Major Categories of City Services
Overall feeling of safety in the City	99%	68%	31%	Feeling of Safety in the Community
Overall quality of public safety services	97%	67%	30%	Major Categories of City Services
Overall image of the City	83%	55%	28%	Perceptions of the City
Cleanliness of City streets/other public areas	83%	55%	28%	City Maintenance
Quality of public library facilities/services	93%	66%	27%	Major Categories of City Services
Enforcement of City codes & ordinances	68%	42%	26%	Major Categories of City Services
Maintenance of major City streets	77%	51%	26%	City Maintenance
Quality of City's web page	67%	43%	24%	Communication
Fire safety education programs	75%	51%	24%	Public Safety Services
Mowing/trimming along streets/other public areas	80%	57%	23%	City Maintenance
Maintenance of sidewalks	70%	48%	22%	City Maintenance
Enforcing cleanup of litter on private property	67%	46%	21%	Code Enforcement
Quality of animal control	71%	50%	21%	Public Safety Services
Enforcing sign regulations	67%	47%	20%	Code Enforcement
Availability of info about City programs/services	68%	48%	20%	Communication
Overall quality of local fire protection	98%	78%	20%	Public Safety Services
How quickly fire/emergency personnel respond	92%	73%	19%	Public Safety Services
Quality of local ambulance service	91%	72%	19%	Public Safety Services
Maintenance of traffic signals	84%	65%	19%	City Maintenance
Level of public involvement in decision making	52%	34%	18%	Communication
As a place to work	75%	58%	17%	Overall Ratings of the Community
Enforcing maintenance of business property	65%	48%	17%	Code Enforcement
Maintenance of street signs	82%	65%	17%	City Maintenance
Flow of traffic & congestion mgmt. in the City	63%	47%	16%	Major Categories of City Services
Feeling of safety in your neighborhood during the day	99%	83%	16%	Feeling of Safety in the Community
Enforcing mowing/trimming of private property	63%	47%	16%	Code Enforcement
Enforcing maintenance of residential property	61%	45%	16%	Code Enforcement
Overall appearance of the City	69%	56%	13%	Perceptions of the City
Maintenance of City streets & facilities	51%	41%	10%	Major Categories of City Services
Adequacy of City street lighting	64%	60%	4%	City Maintenance
Maintenance of minor City streets	49%	51%	-2%	City Maintenance
Quality of City's stormwater runoff/mgmt. system	36%	51%	-15%	Major Categories of City Services

2022 City of Vestavia Hills Citizen Survey
Executive Summary

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Quality of the City's stormwater runoff/management system (I-S Rating = 0.3162)
- Maintenance of City streets and facilities (I-S Rating = 0.2950)
- Flow of traffic and congestion management in the City (I-S Rating = 0.1465)

The table below shows the Importance-Satisfaction rating for all 10 major categories of City services that were rated.

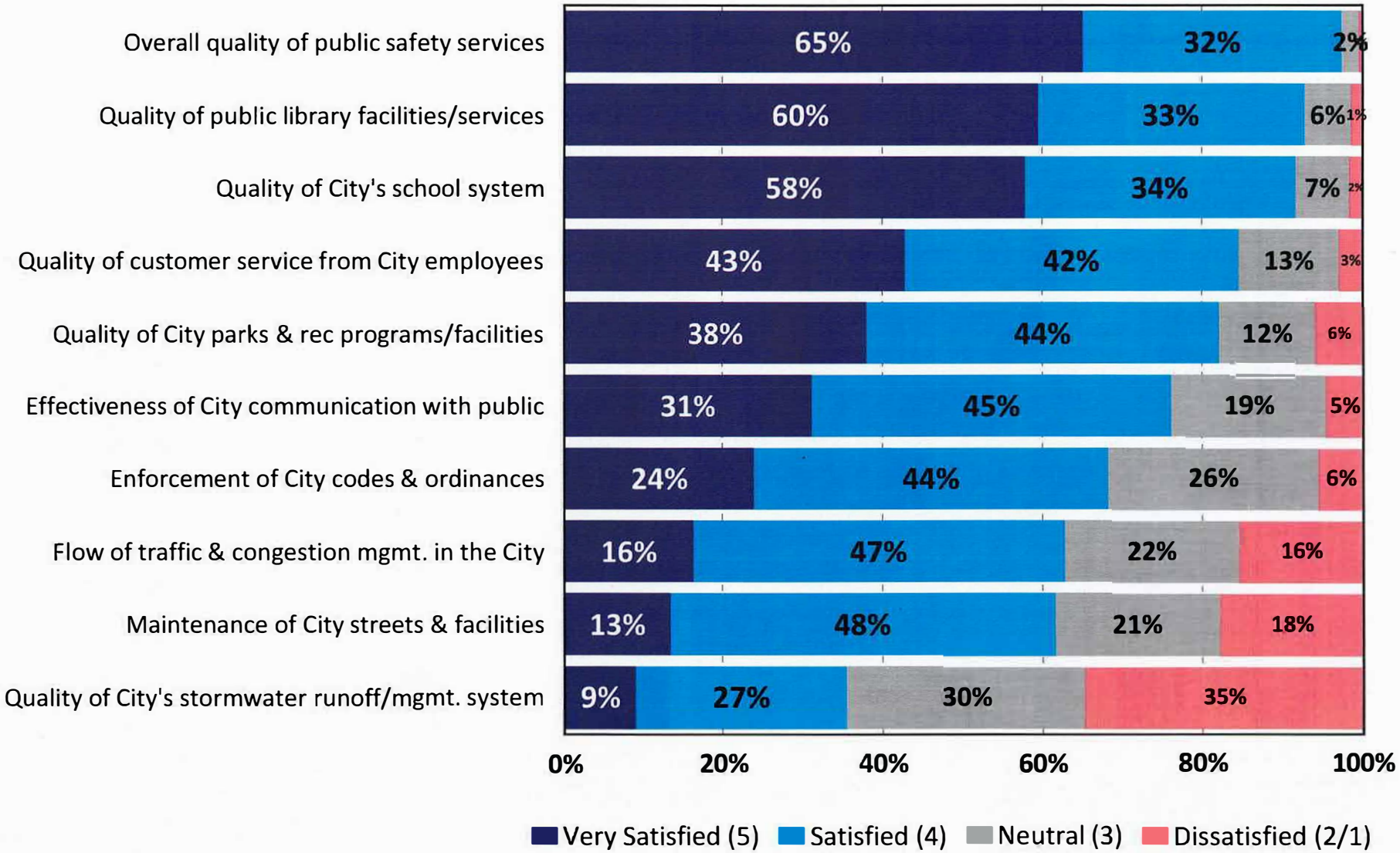
Importance-Satisfaction Rating
City of Vestavia Hills, AL
OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Quality of City's stormwater runoff/mgmt. system	49%	2	36%	10	0.3162	1
Maintenance of City streets & facilities	60%	1	51%	9	0.2950	2
High Priority (IS .10-.20)						
Flow of traffic & congestion mgmt. in the City	40%	3	63%	8	0.1465	3
Medium Priority (IS <.10)						
Quality of City parks & rec programs/facilities	28%	5	82%	5	0.0511	4
Enforcement of City codes & ordinances	12%	7	68%	7	0.0381	5
Quality of City's school system	38%	4	92%	3	0.0306	6
Effectiveness of City communication with public	10%	8	76%	6	0.0245	7
Quality of customer service from City employees	6%	9	85%	4	0.0087	8
Overall quality of public safety services	27%	6	97%	1	0.0081	9
Quality of public library facilities/services	5%	10	93%	2	0.0038	10

1 Charts and Graphs

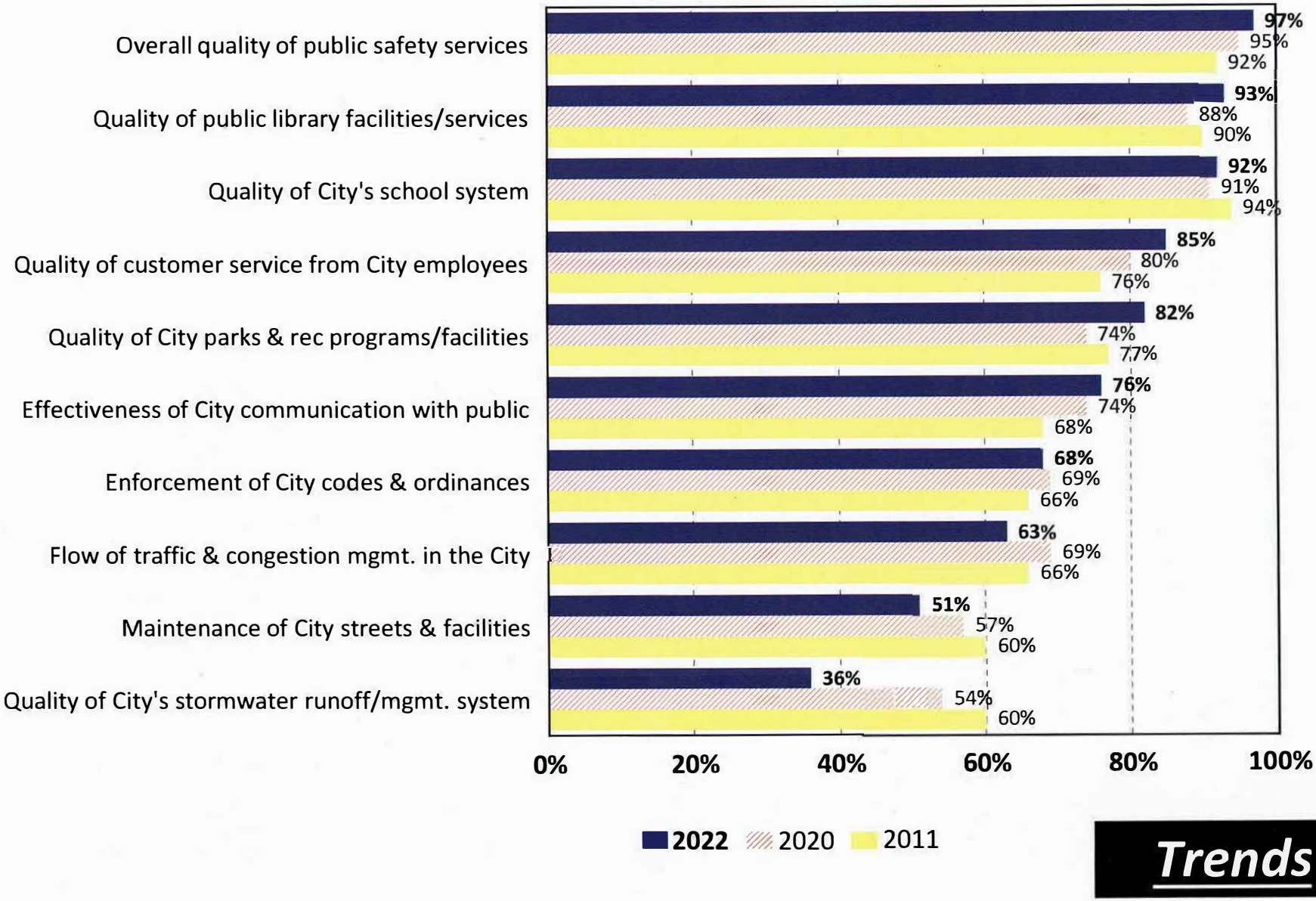
Q1. Overall Satisfaction with City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Overall Satisfaction with City Services - 2011 to 2022

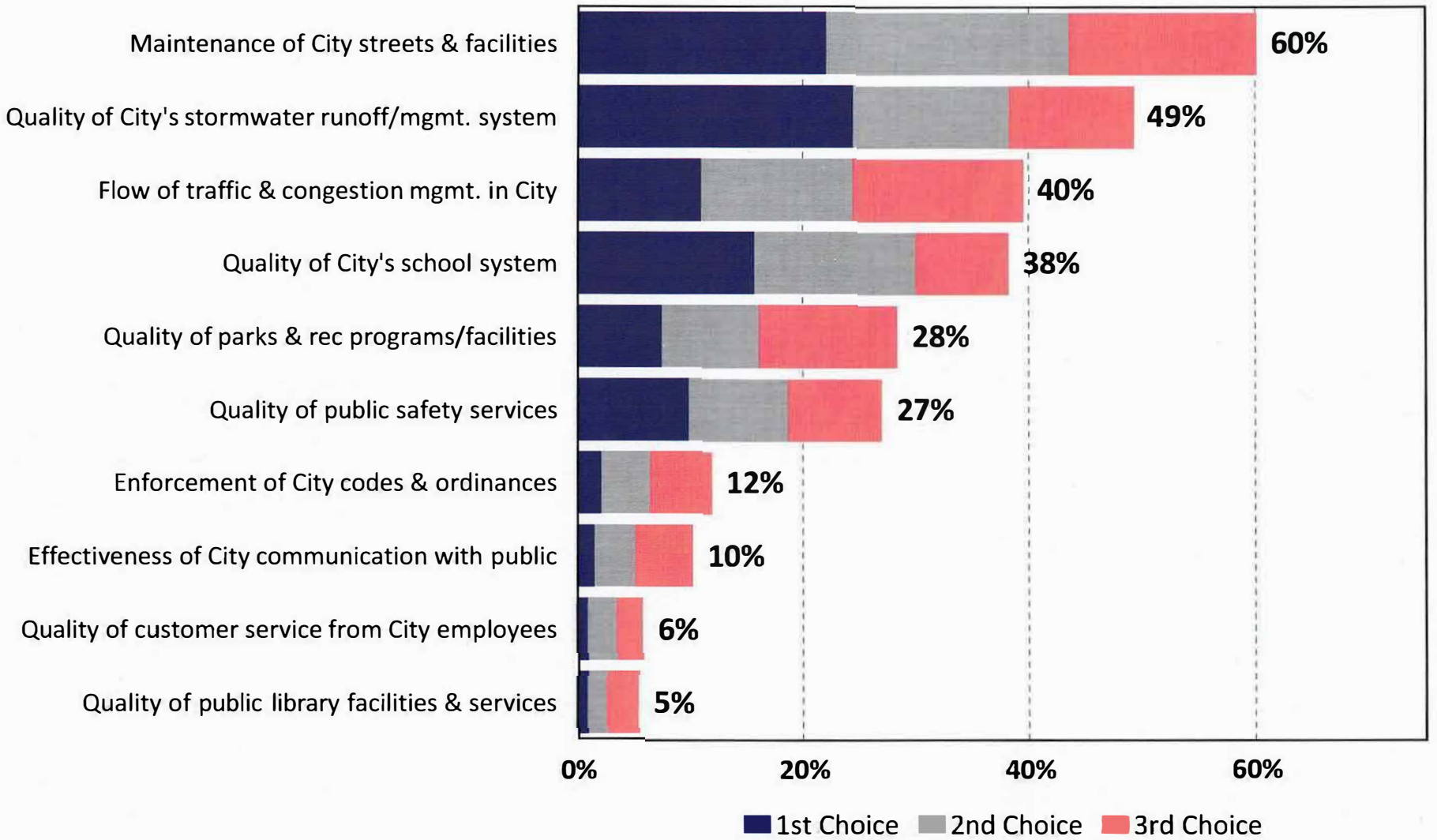
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends

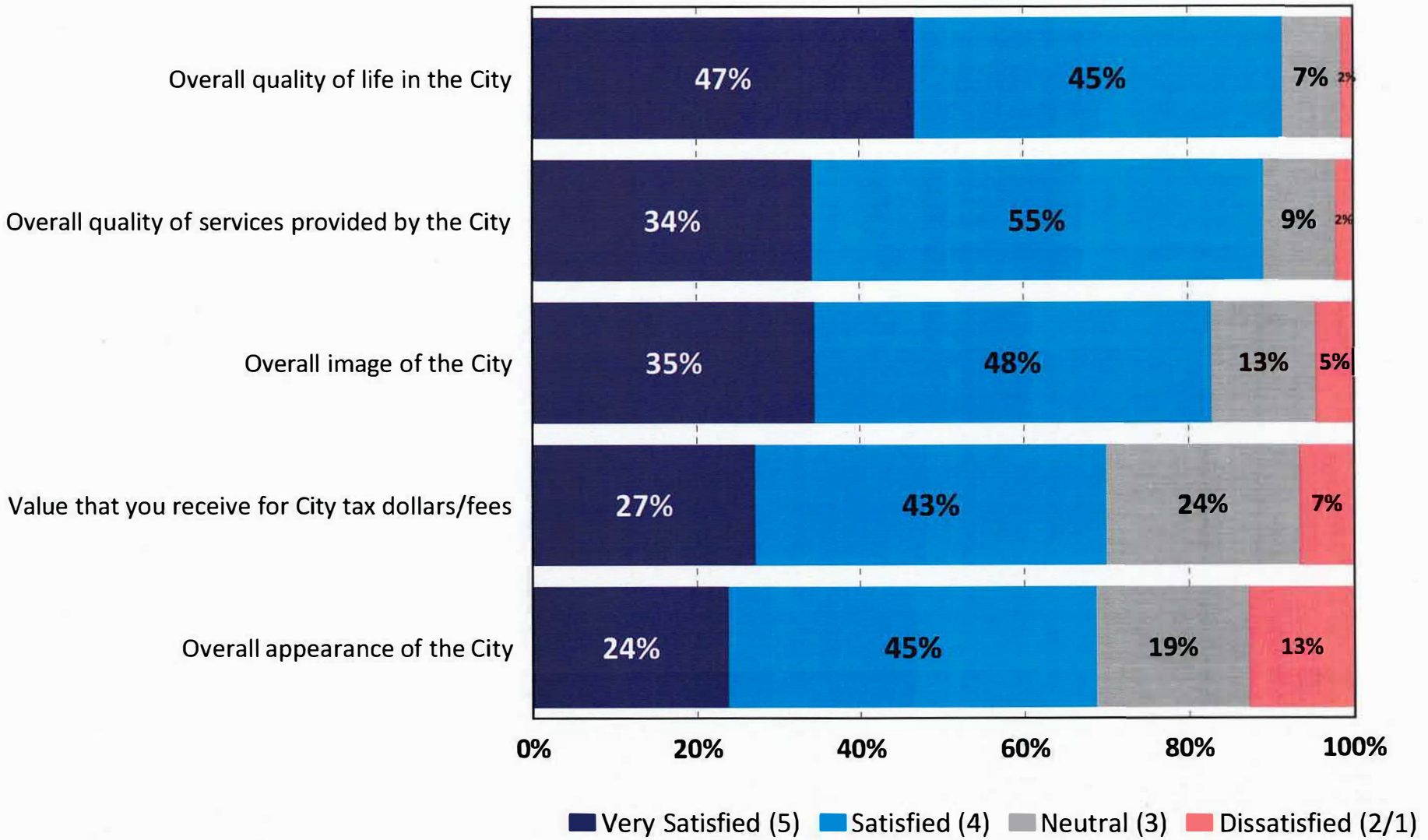
Q2. City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Q3. Satisfaction with Issues that Influence Your Perception of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



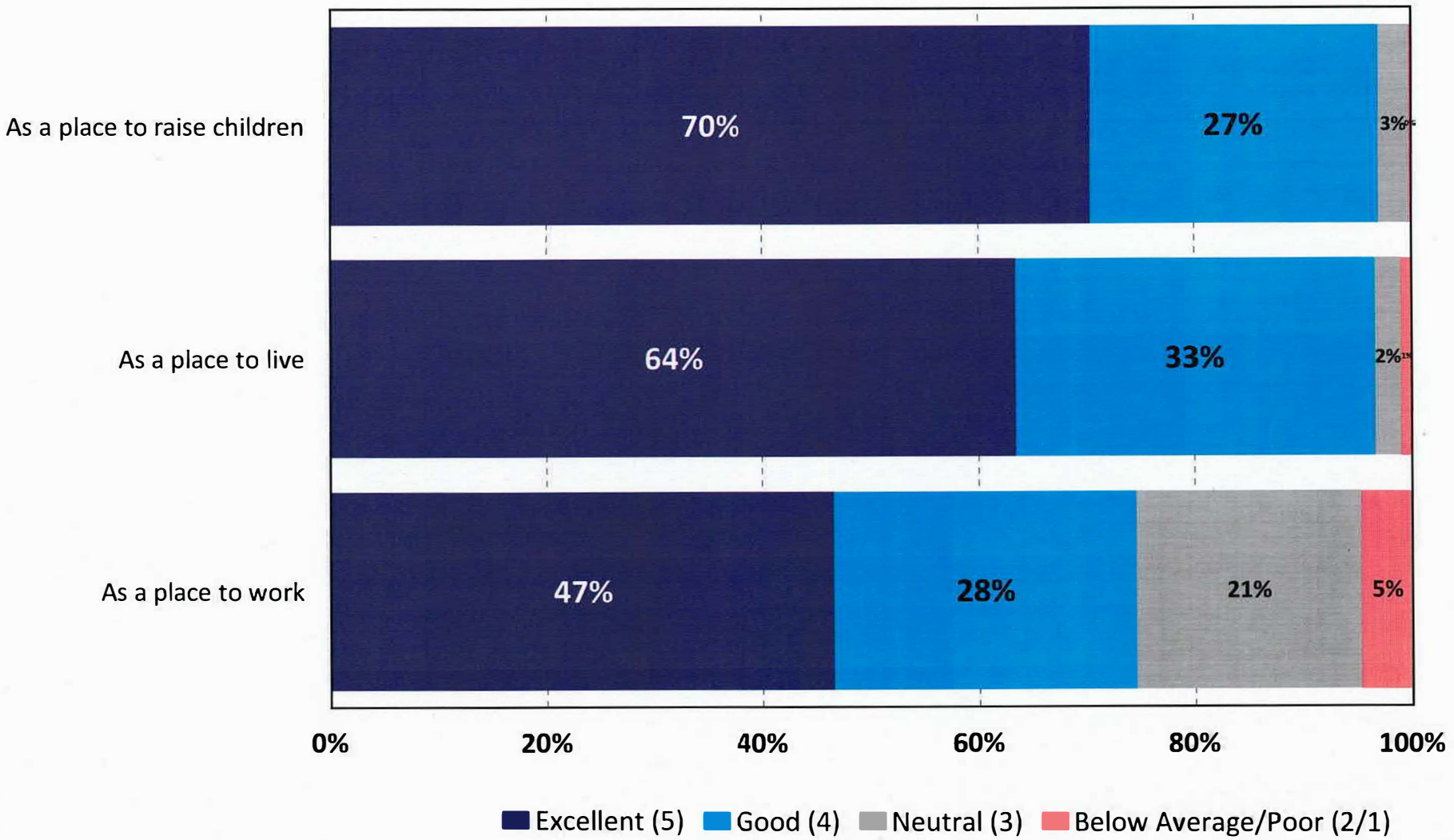
Satisfaction with Issues that Influence Your Perception of the City - 2011 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

Trends

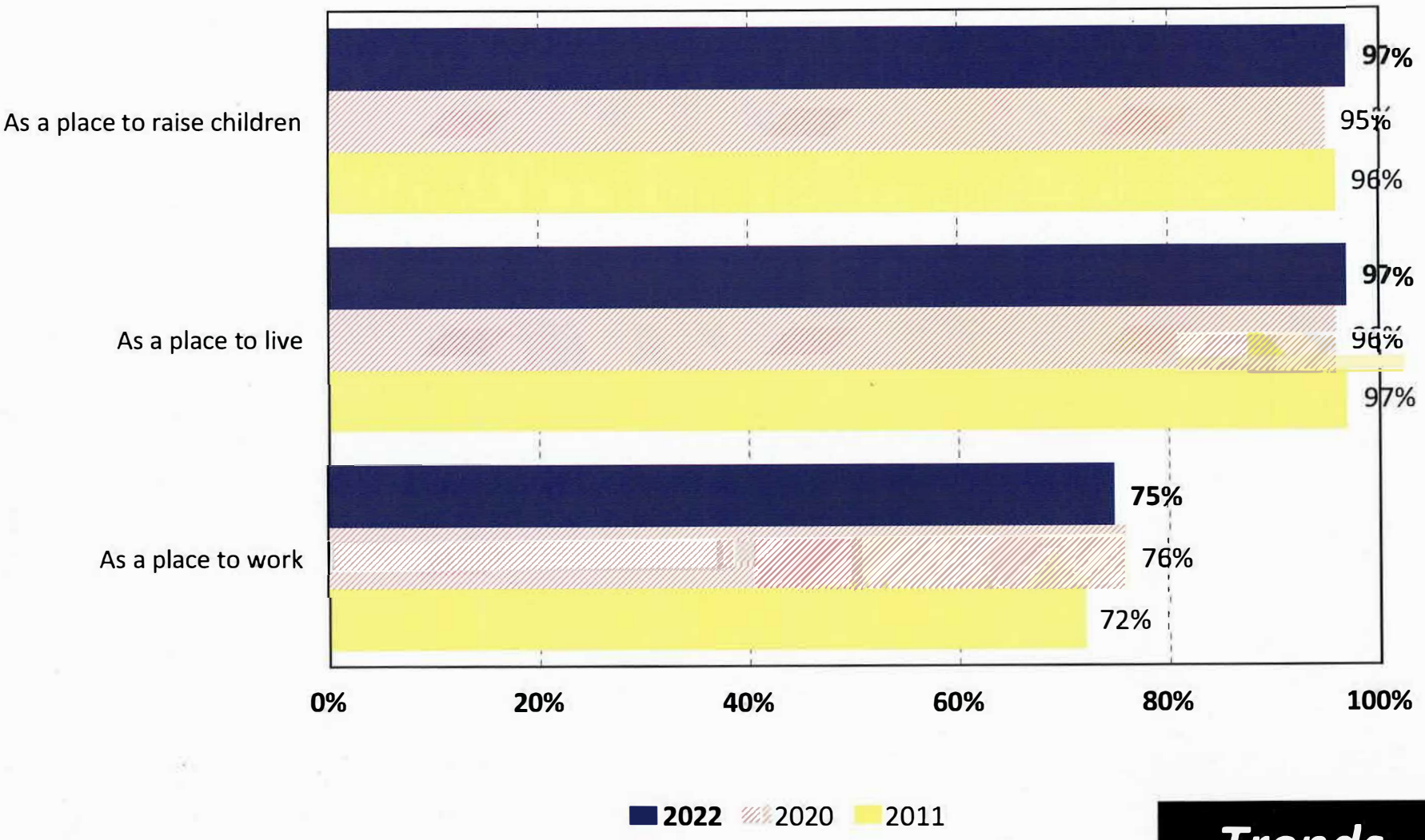
Q4. Ratings of the City of Vestavia Hills

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Ratings of the City of Vestavia Hills
2011 to 2022

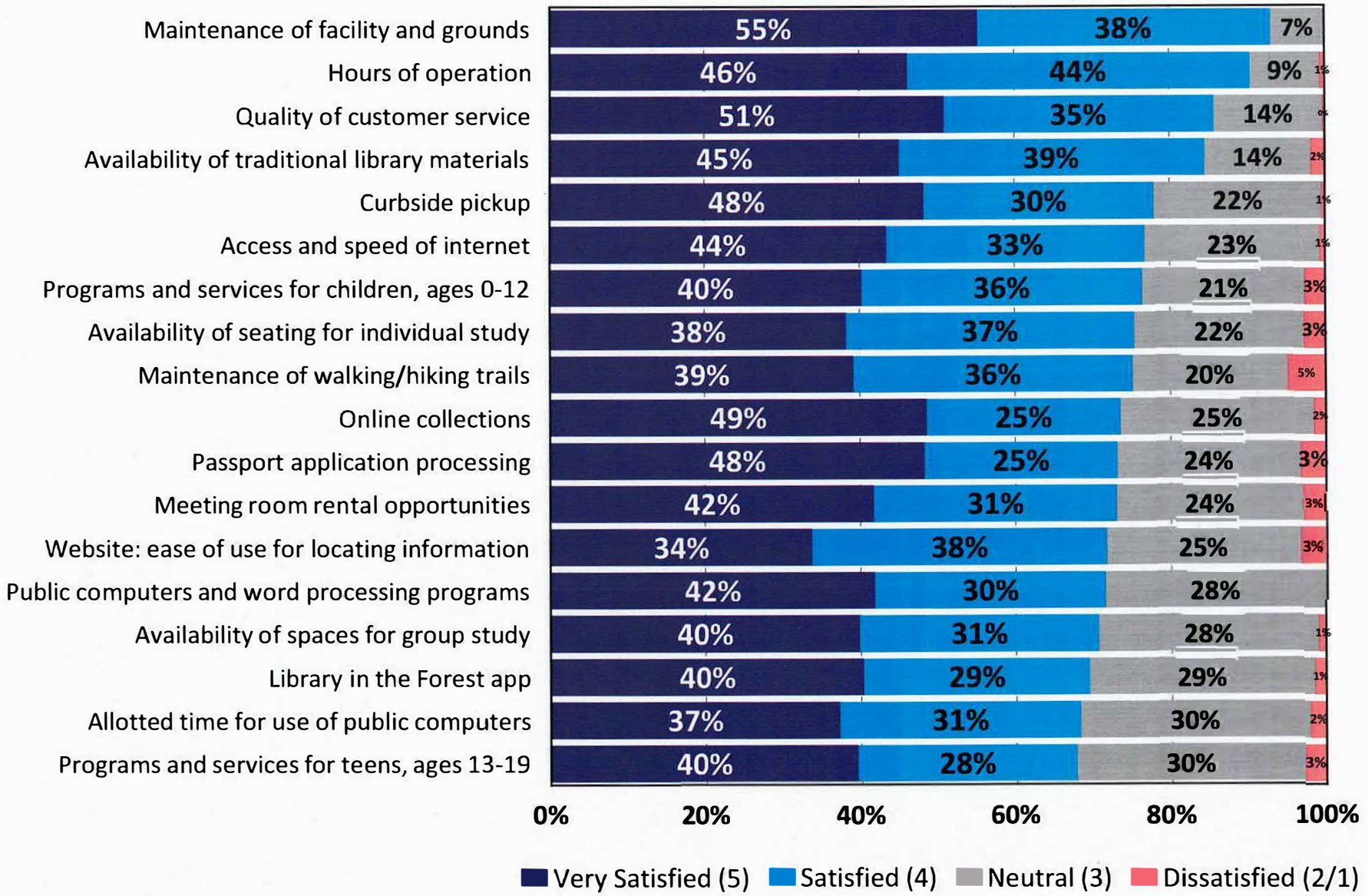
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends

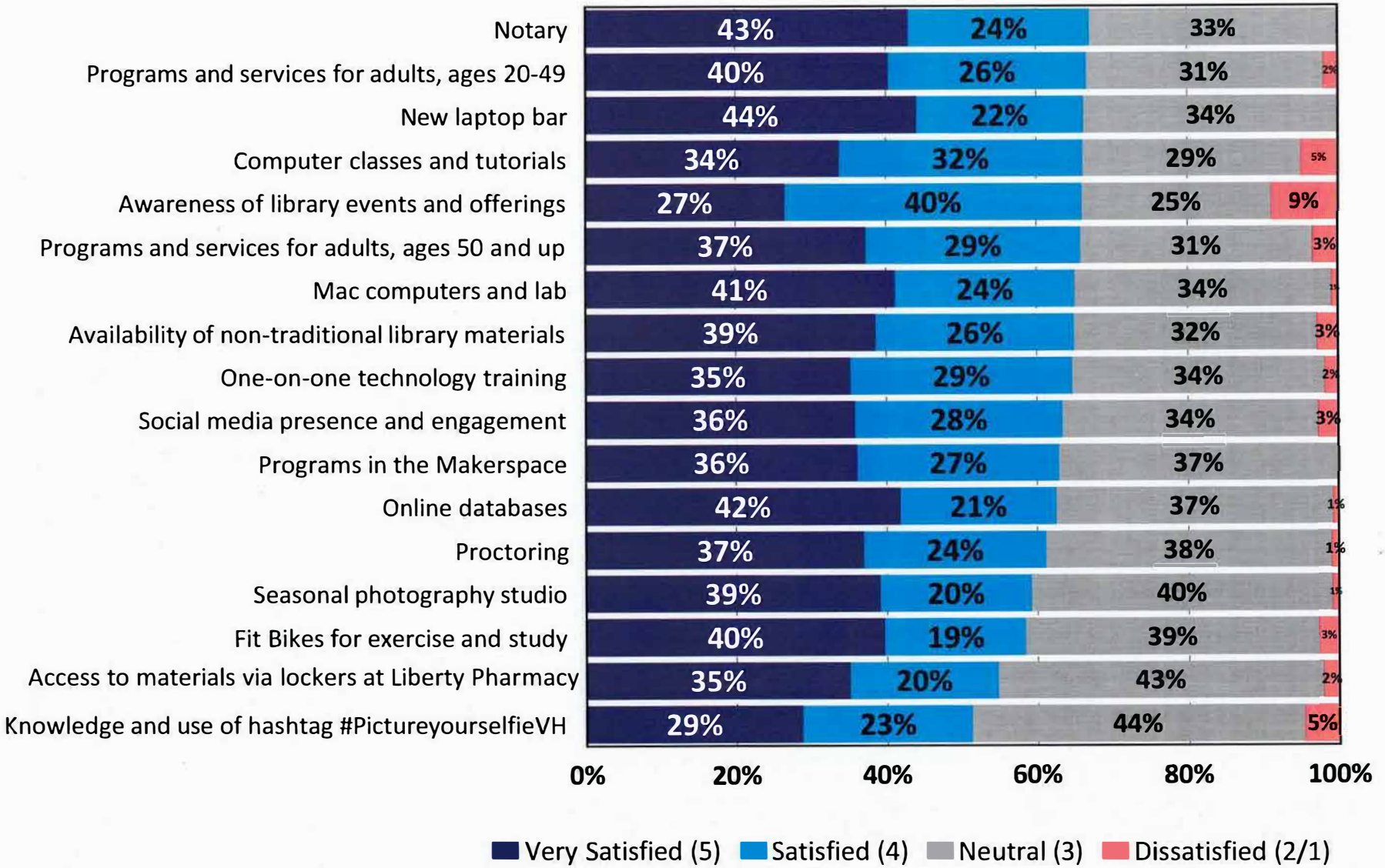
Q16. Satisfaction With Library in the Forest

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



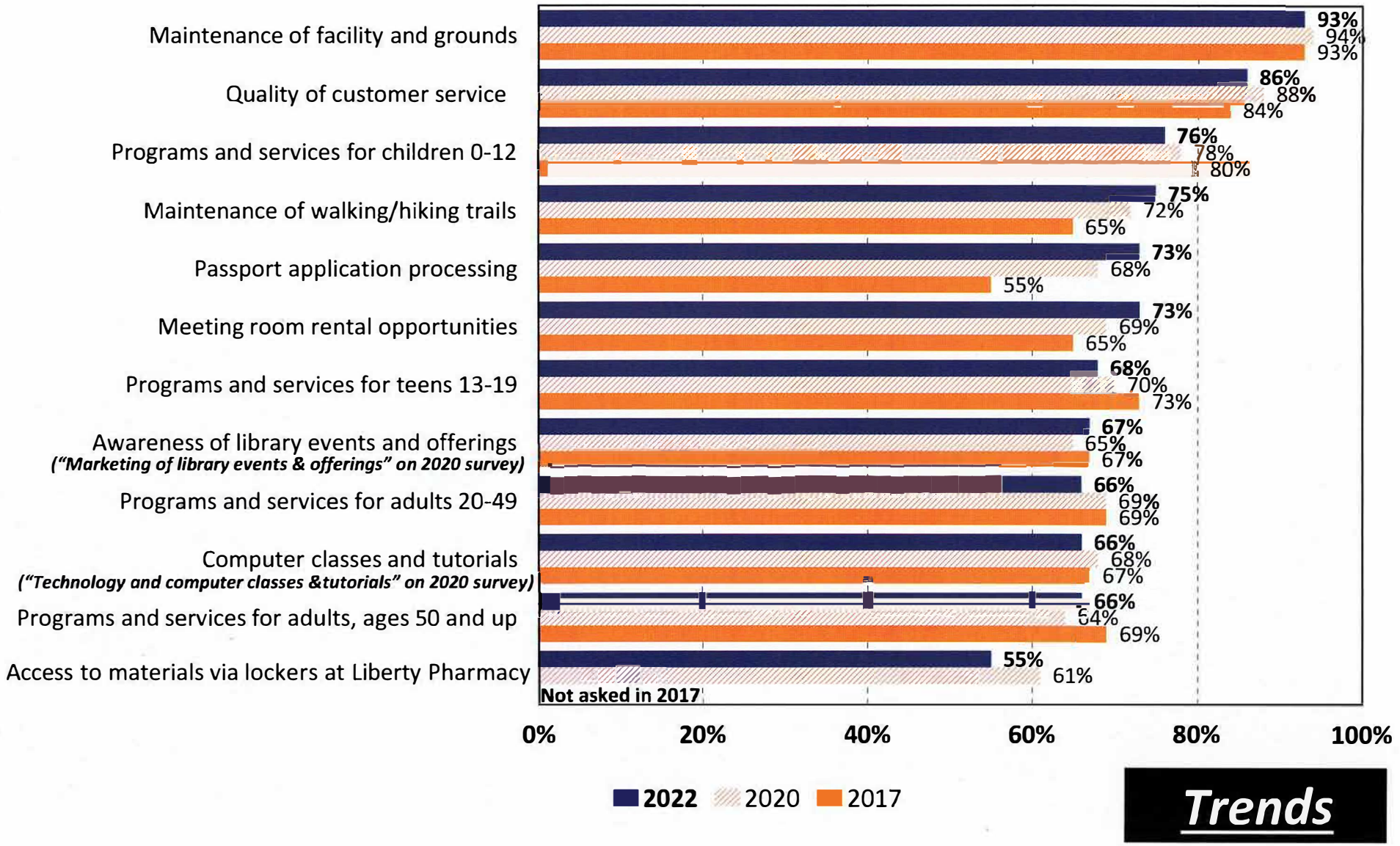
Q16. Satisfaction With Library in the Forest (Cont.)

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Satisfaction With Library in the Forest 2017 to 2022

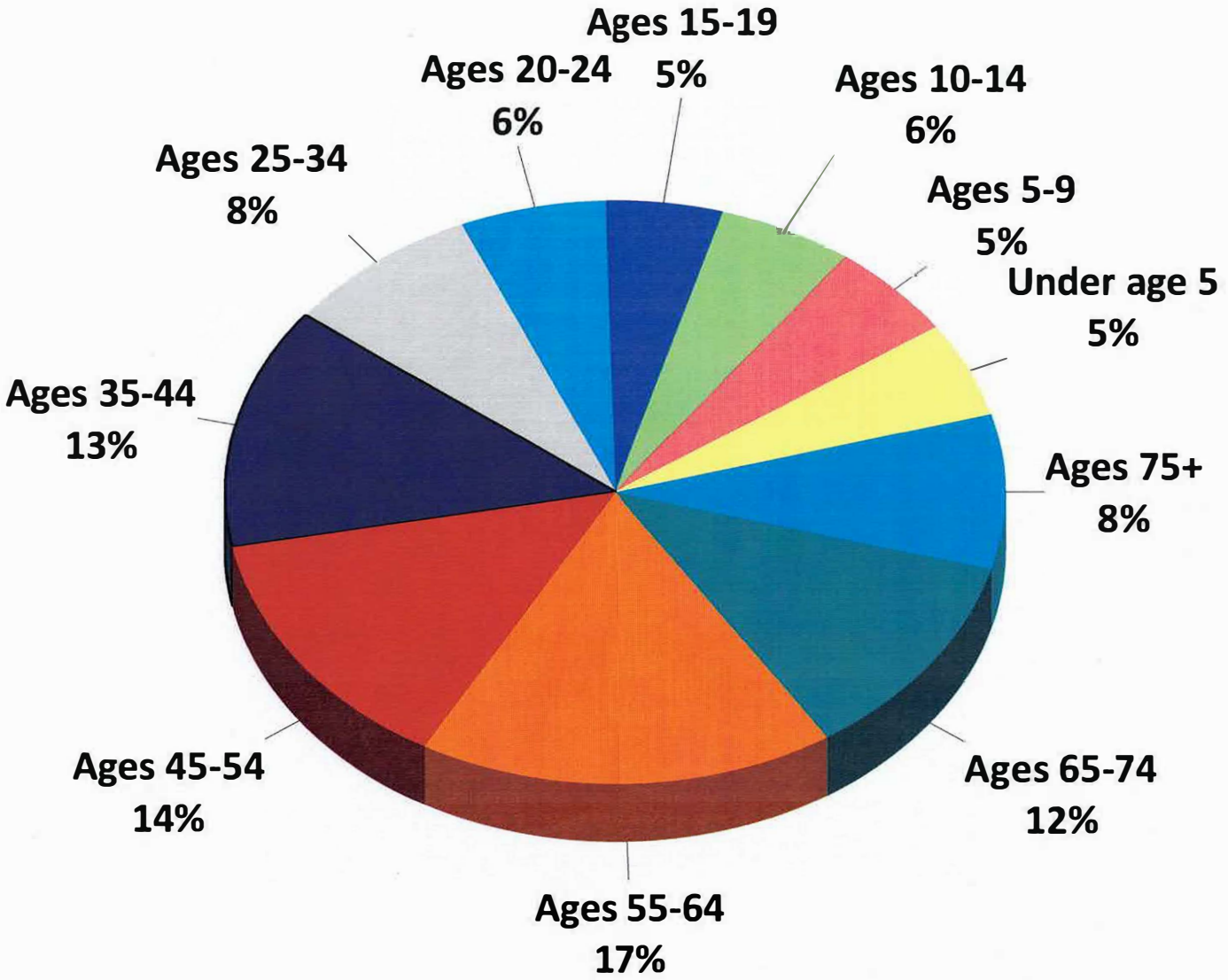
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends

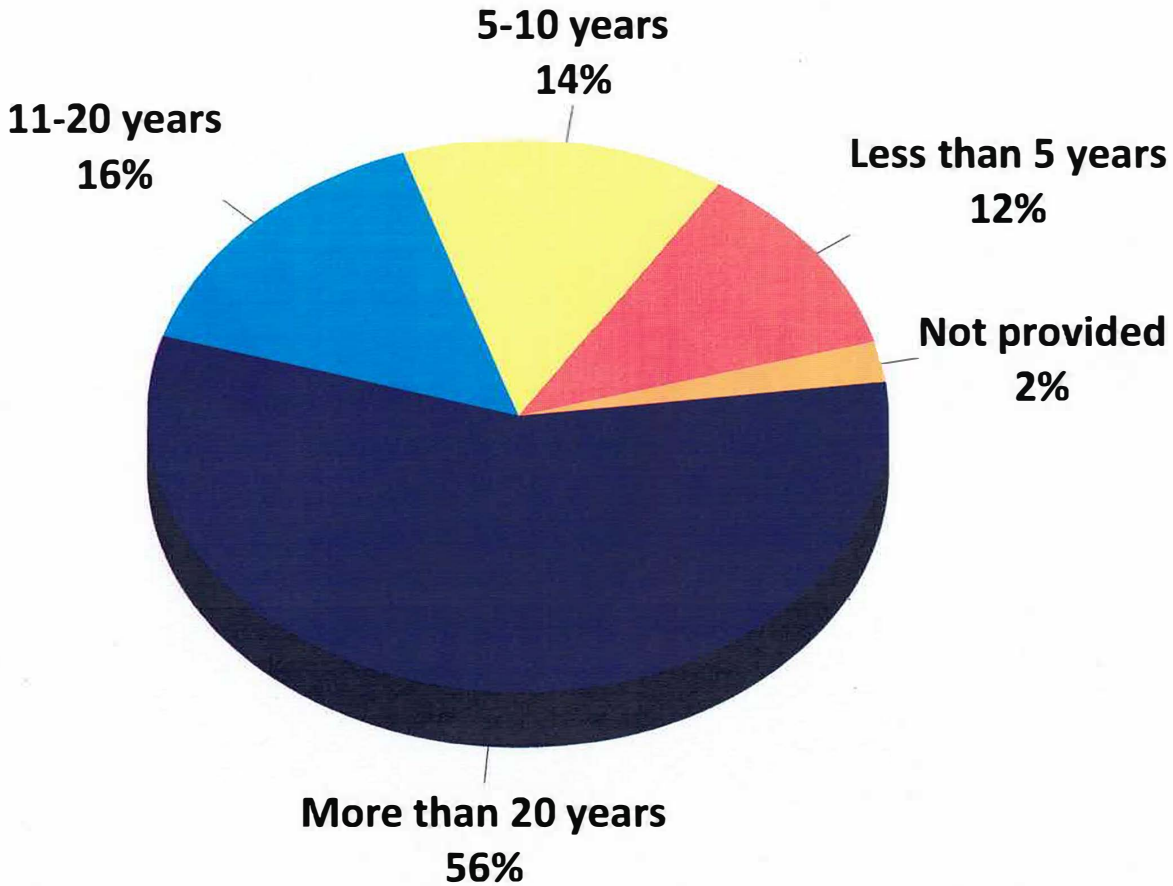
Q31. Demographics: Ages of All Household Members

by percentage of respondents



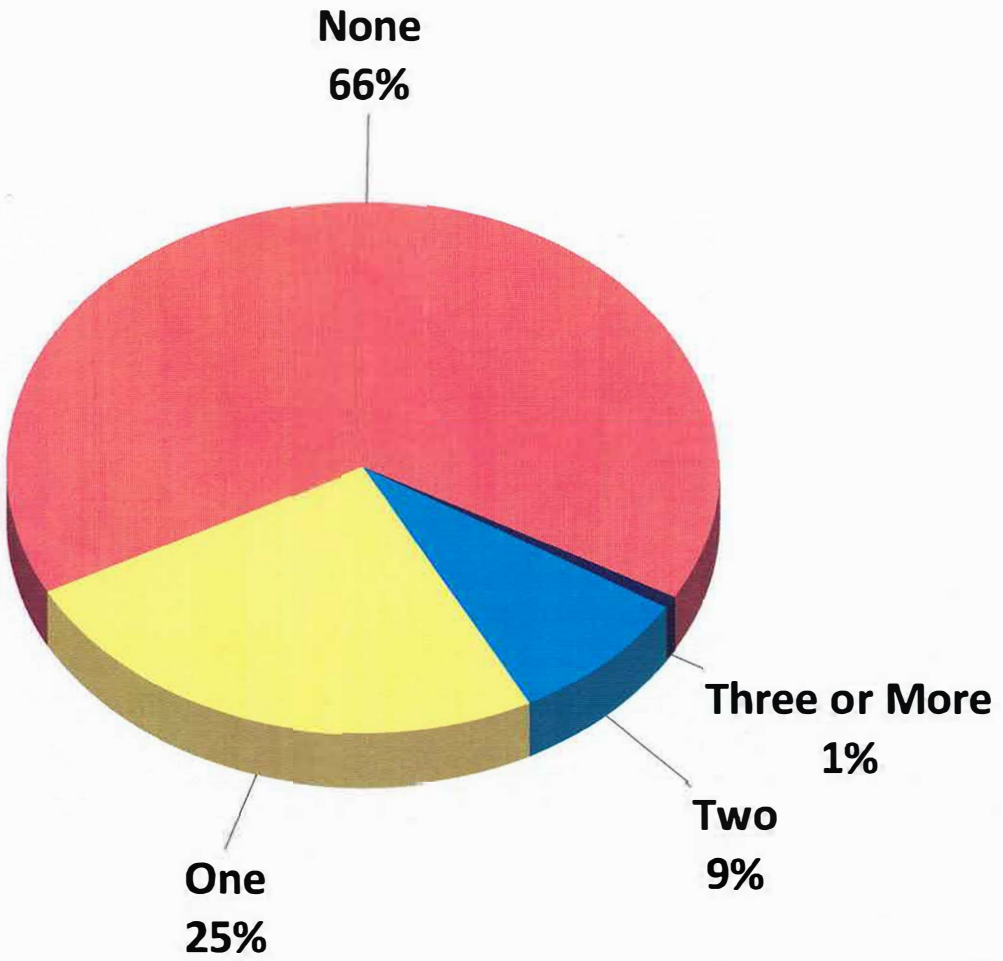
Q32. Demographics: Number of Years Lived in the City of Vestavia Hills

by percentage of respondents



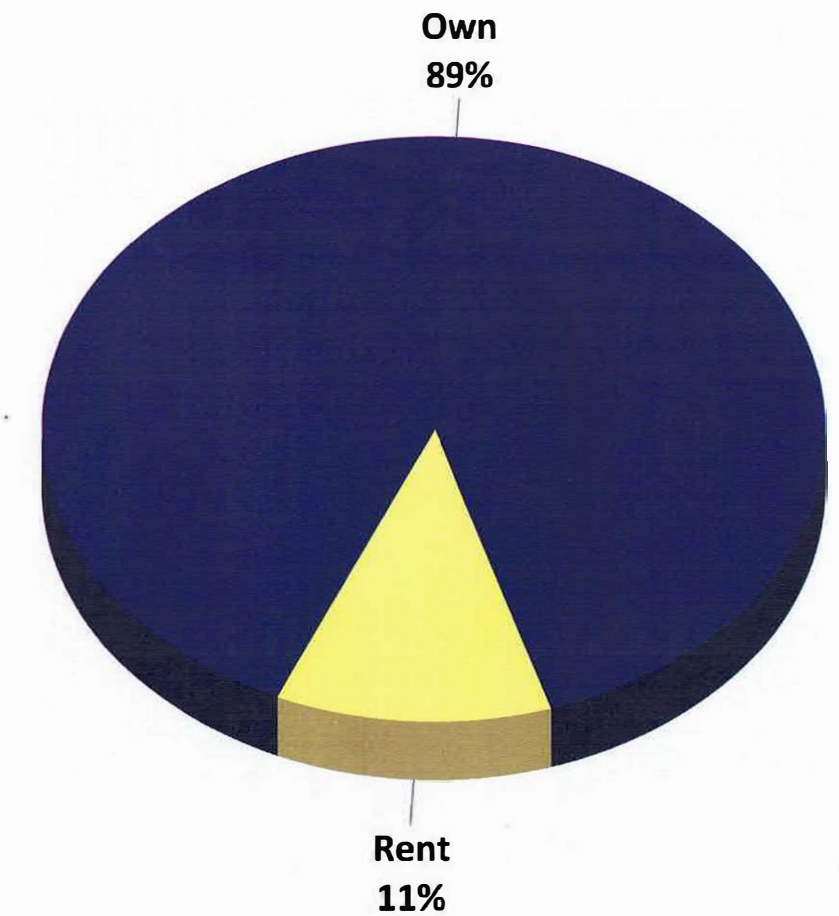
Q33. Demographics: Number in Household Who Work Within the City Limits of Vestavia Hills

by percentage of respondents (excluding "not provided")



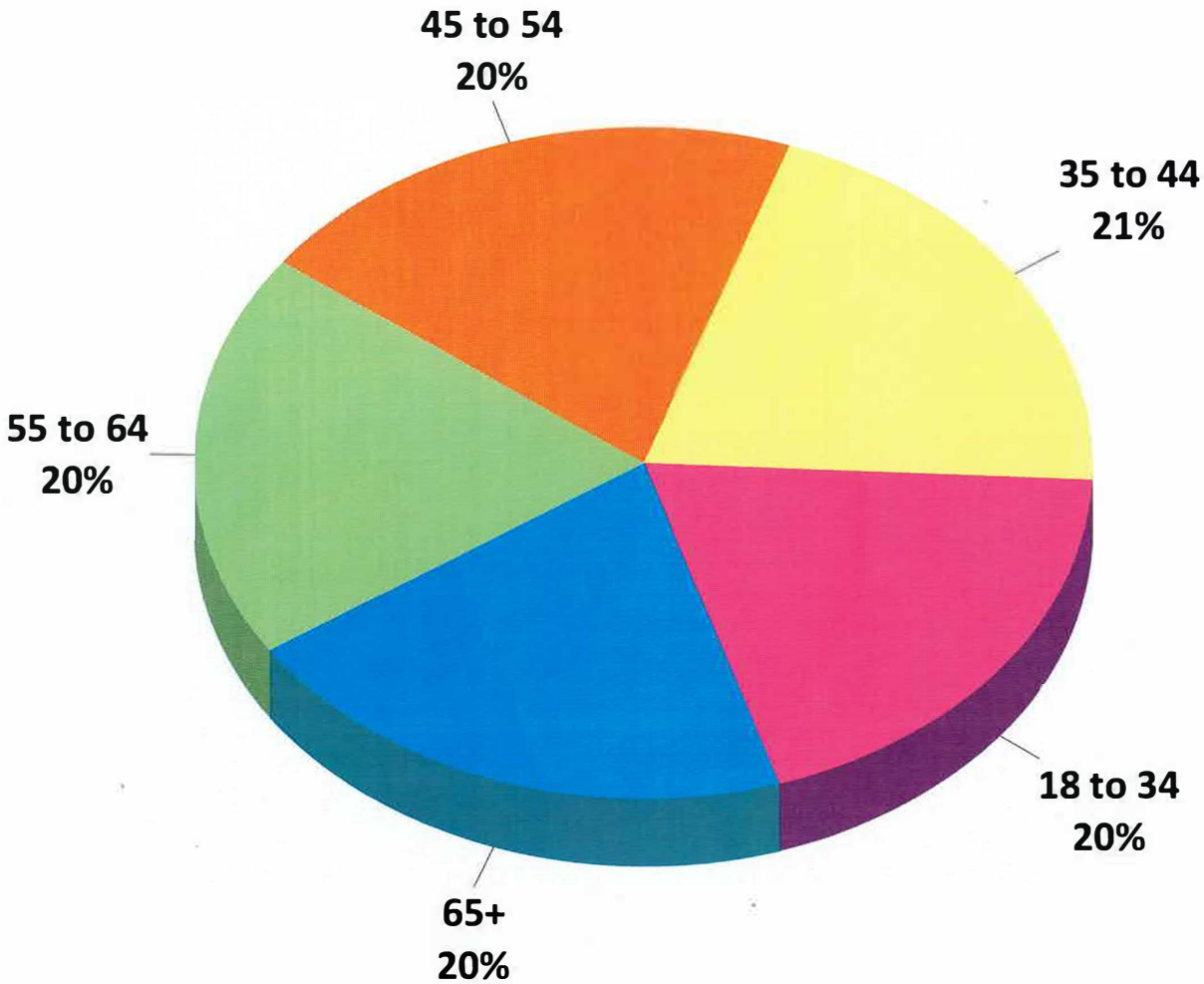
Q34. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding "not provided")



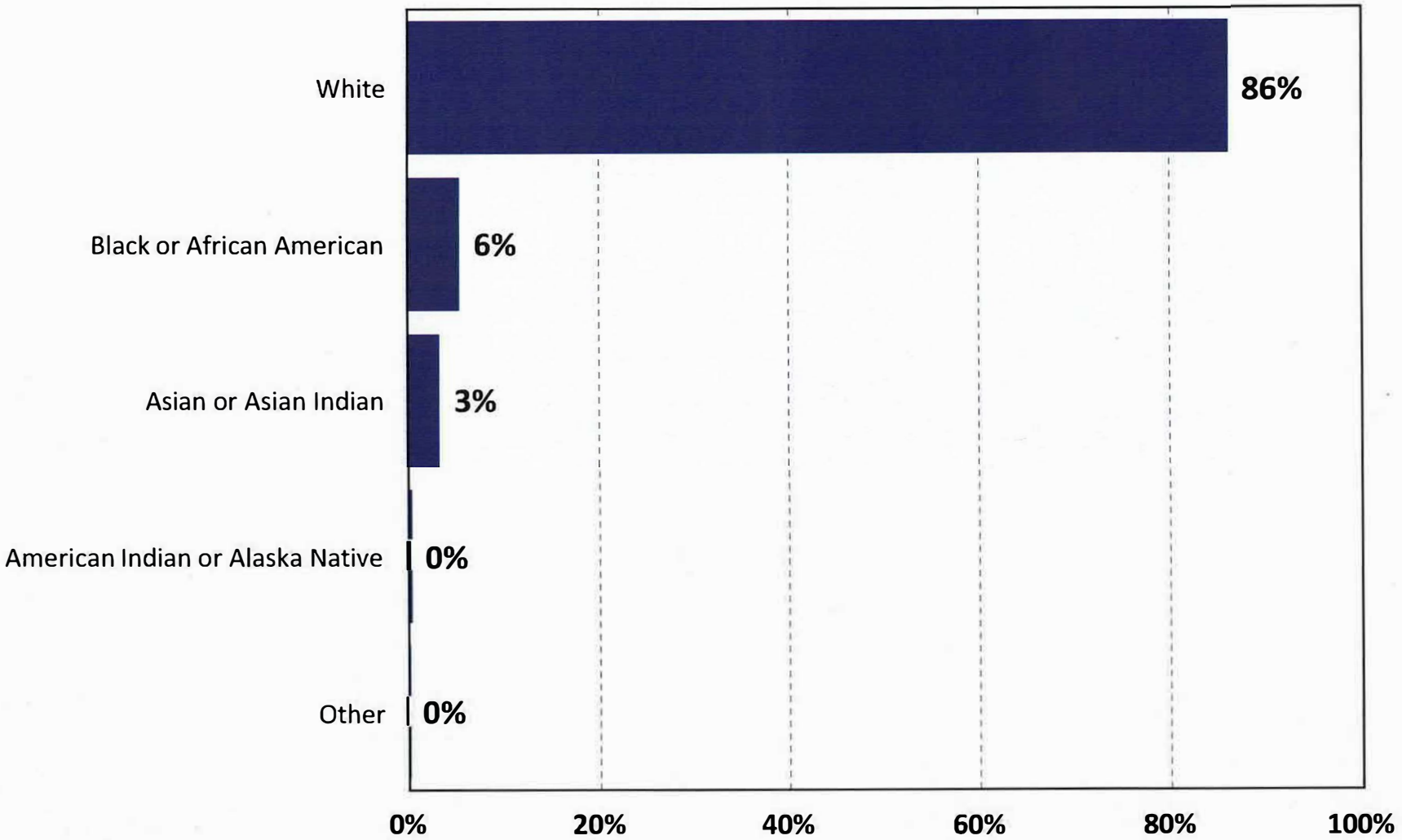
Q35. Demographics: Age of Respondent

by percentage of respondents (excluding "not provided")



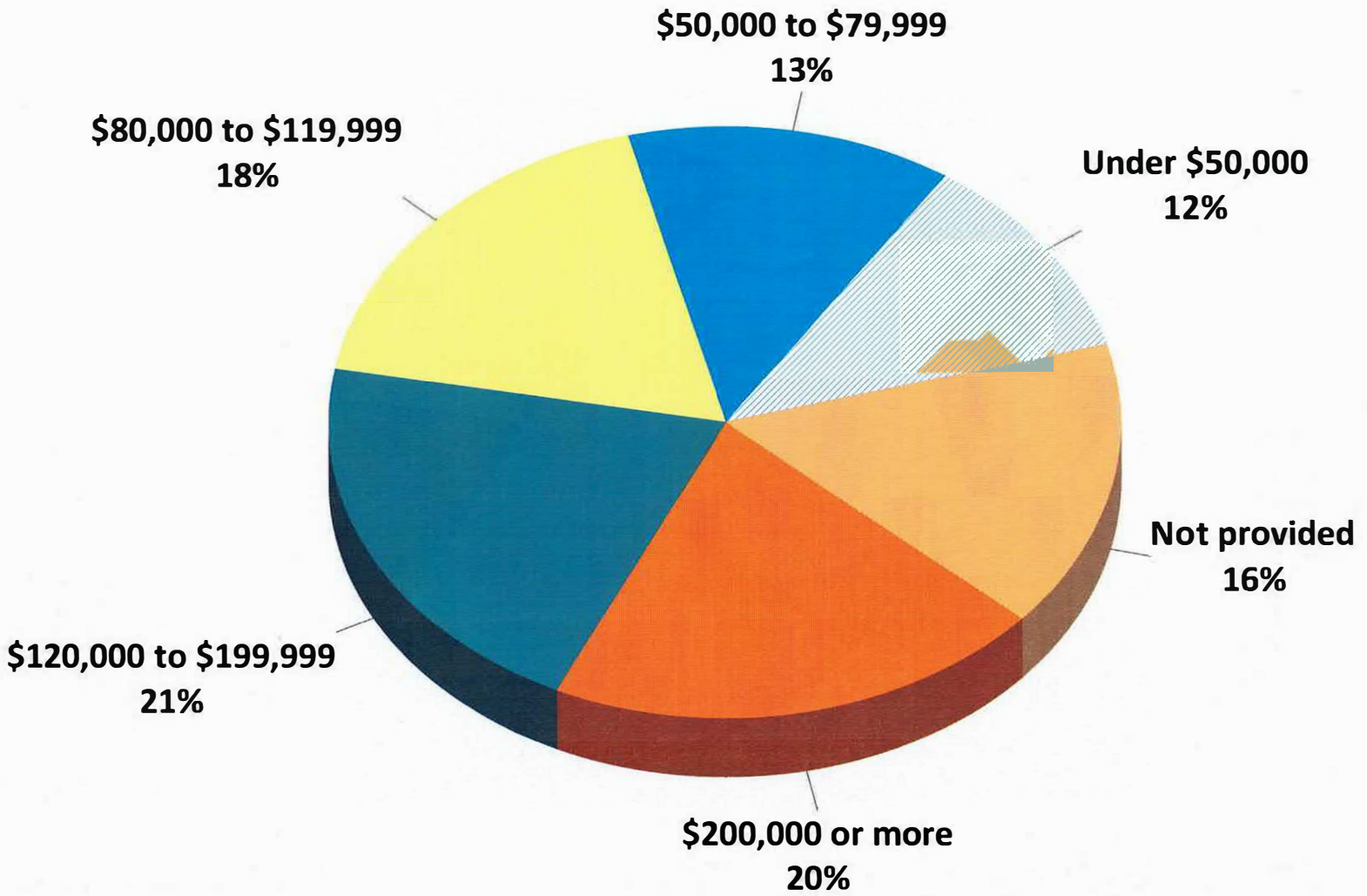
Q37. Demographics: Race of Respondent

by percentage of respondents (multiple selections could be made)



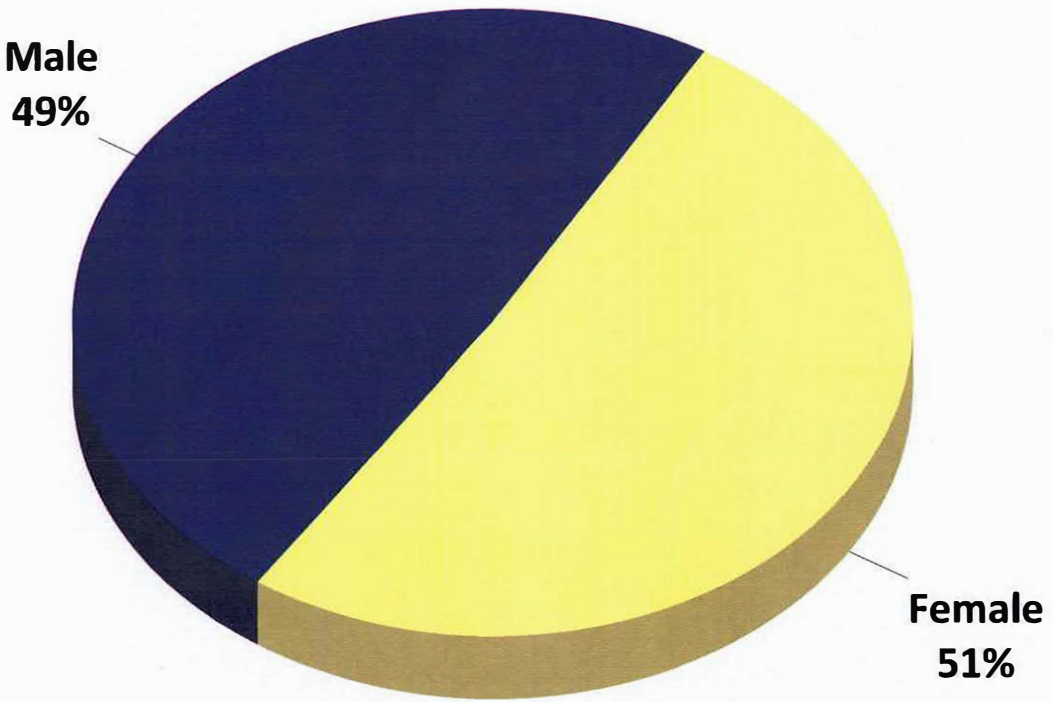
Q38. Demographics: Household Income

by percentage of respondents



Q39. Demographics: Gender

by percentage of respondents (excluding "not provided")



Benchmarking Analysis

Interpreting the Charts

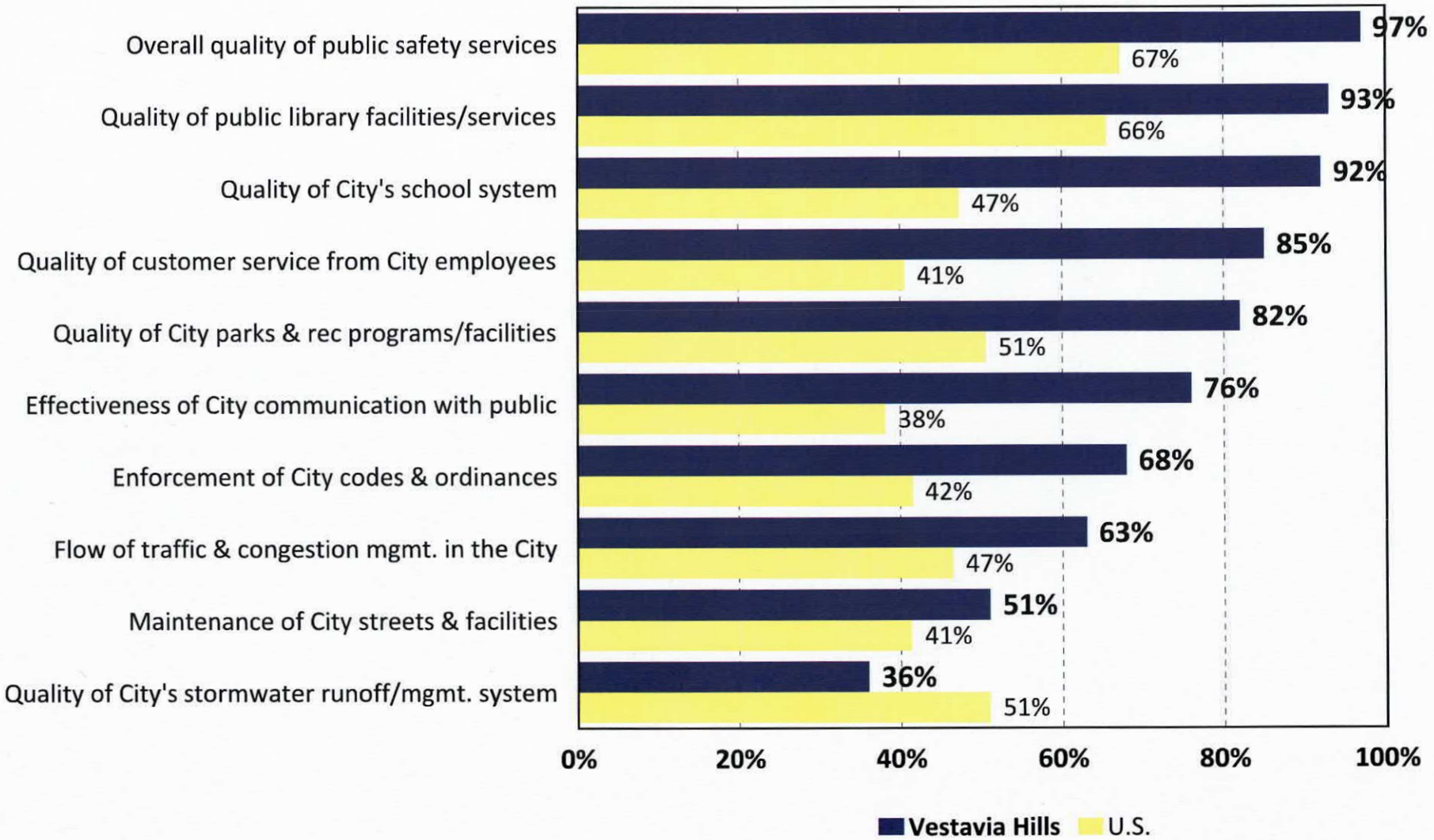
National Benchmarks. The first set of charts on the following pages show how the overall results for Vestavia Hills compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall of 2021.

Performance Ranges. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 27 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 27 communities. The actual ratings for Vestavia Hills are listed to the right of each chart. The dot on each bar shows how the results for Vestavia Hills compare to the other communities with a population between 20,000 and 50,000 where the *DirectionFinder®* survey has been administered since October 2020.

Overall Satisfaction with Major Categories of City Services

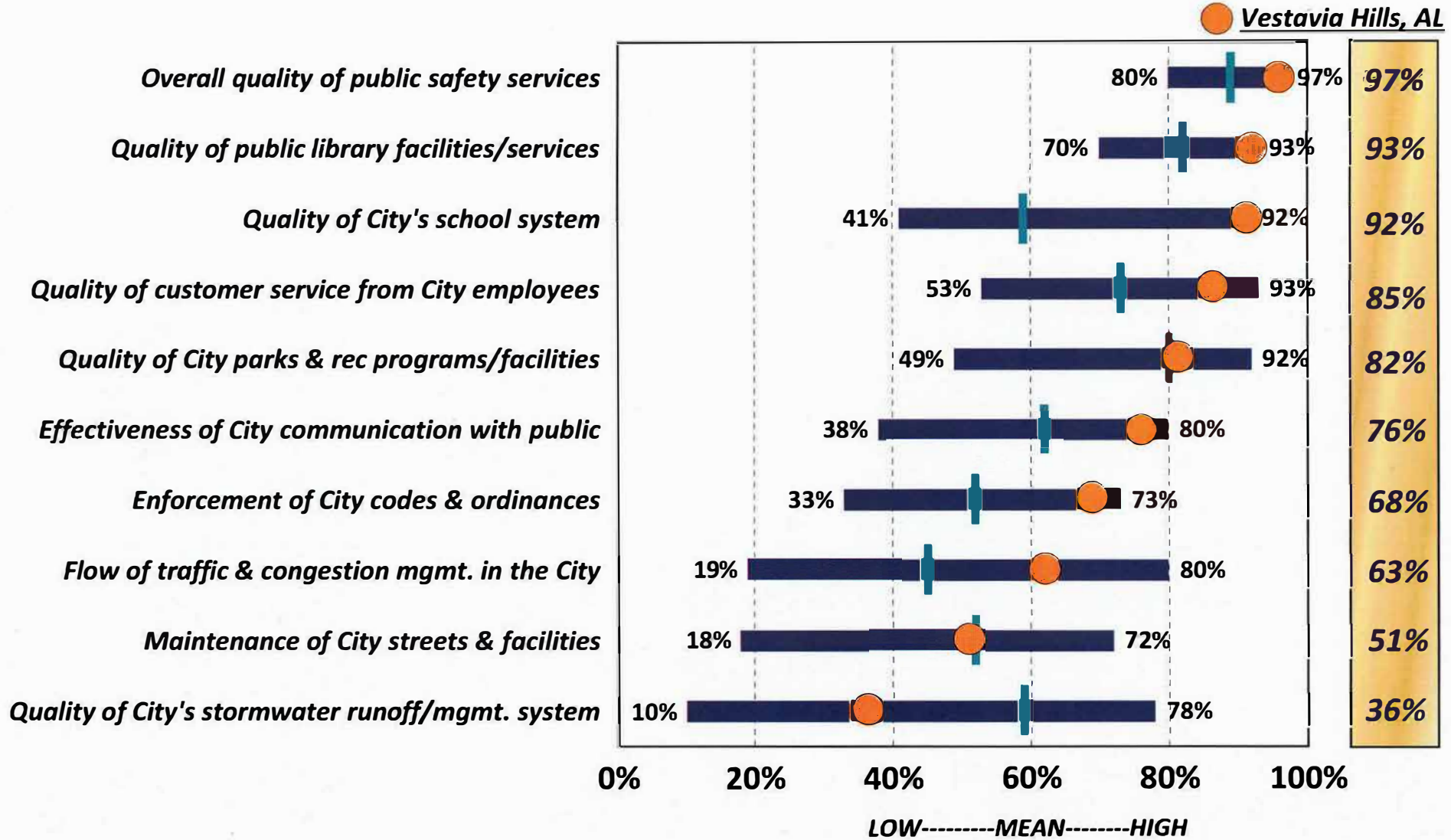
Vestavia Hills vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Various City Services by Major Category - 2022

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Importance-Satisfaction Rating

City of Vestavia Hills, AL

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Quality of City's stormwater runoff/mgmt. system	49%	2	36%	10	0.3162	1
Maintenance of City streets & facilities	60%	1	51%	9	0.2950	2
High Priority (IS .10-.20)						
Flow of traffic & congestion mgmt. in the City	40%	3	63%	8	0.1465	3
Medium Priority (IS <.10)						
Quality of City parks & rec programs/facilities	28%	5	82%	5	0.0511	4
Enforcement of City codes & ordinances	12%	7	68%	7	0.0381	5
Quality of City's school system	38%	4	92%	3	0.0306	6
Effectiveness of City communication with public	10%	8	76%	6	0.0245	7
Quality of customer service from City employees	6%	9	85%	4	0.0087	8
Overall quality of public safety services	27%	6	97%	1	0.0081	9
Quality of public library facilities/services	5%	10	93%	2	0.0038	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

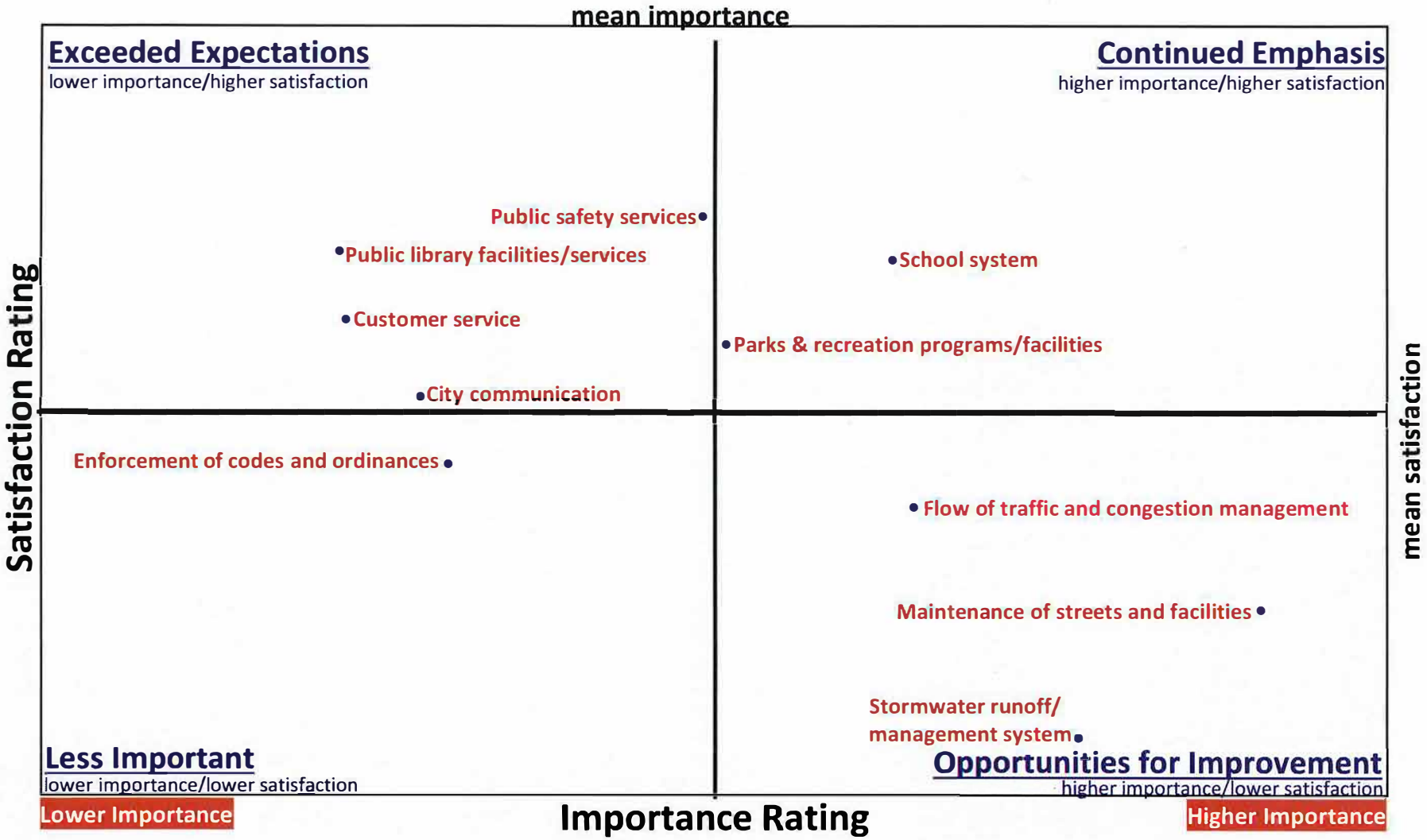
Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2022 DirectionFinder by ETC Institute

2022 City of Vestavia Hills Community Survey
Importance-Satisfaction Assessment Matrix
-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Tabular Data

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of City's school system	48.1%	28.1%	5.5%	1.1%	0.2%	17.0%
Q1-2. Overall quality of public safety services (e.g., police, fire, ambulance)	63.4%	31.3%	2.1%	0.4%	0.0%	2.8%
Q1-3. Overall quality of City parks & recreation programs & facilities	36.0%	41.5%	11.3%	4.9%	0.6%	5.7%
Q1-4. Overall maintenance of City streets & facilities	13.2%	47.9%	20.4%	13.6%	4.0%	0.9%
Q1-5. Overall enforcement of City codes & ordinances	20.4%	37.9%	22.3%	3.4%	1.3%	14.7%
Q1-6. Overall quality of customer service you receive from City employees	38.1%	37.0%	11.1%	1.7%	0.9%	11.3%
Q1-7. Overall effectiveness of City communication with the public	30.4%	43.8%	18.7%	3.6%	0.9%	2.6%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	7.9%	23.2%	26.0%	20.0%	10.2%	12.8%
Q1-9. Overall quality of public library facilities & services	56.6%	31.7%	5.5%	1.3%	0.0%	4.9%
Q1-10. Overall flow of traffic & congestion management in City	16.0%	46.0%	21.5%	12.6%	2.8%	1.3%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of City's school system	57.9%	33.8%	6.7%	1.3%	0.3%
Q1-2. Overall quality of public safety services (e.g., police, fire, ambulance)	65.2%	32.2%	2.2%	0.4%	0.0%
Q1-3. Overall quality of City parks & recreation programs & facilities	38.1%	44.0%	12.0%	5.2%	0.7%
Q1-4. Overall maintenance of City streets & facilities	13.3%	48.3%	20.6%	13.7%	4.1%
Q1-5. Overall enforcement of City codes & ordinances	23.9%	44.4%	26.2%	4.0%	1.5%
Q1-6. Overall quality of customer service you receive from City employees	42.9%	41.7%	12.5%	1.9%	1.0%
Q1-7. Overall effectiveness of City communication with the public	31.2%	45.0%	19.2%	3.7%	0.9%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	9.0%	26.6%	29.8%	22.9%	11.7%
Q1-9. Overall quality of public library facilities & services	59.5%	33.3%	5.8%	1.3%	0.0%
Q1-10. Overall flow of traffic & congestion management in City	16.2%	46.6%	21.8%	12.7%	2.8%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. Top choice	Number	Percent
Quality of City's school system	74	15.7 %
Overall quality of public safety services (e.g., police, fire, ambulance)	46	9.8 %
Overall quality of City parks & recreation programs & facilities	35	7.4 %
Overall maintenance of City streets & facilities	104	22.1 %
Overall enforcement of City codes & ordinances	10	2.1 %
Overall quality of customer service you receive from City employees	4	0.9 %
Overall effectiveness of City communication with the public	7	1.5 %
Overall quality of City's stormwater runoff/stormwater management system	115	24.5 %
Overall quality of public library facilities & services	4	0.9 %
Overall flow of traffic & congestion management in City	51	10.9 %
None chosen	20	4.3 %
Total	470	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
Quality of City's school system	67	14.3 %
Overall quality of public safety services (e.g., police, fire, ambulance)	42	8.9 %
Overall quality of City parks & recreation programs & facilities	41	8.7 %
Overall maintenance of City streets & facilities	101	21.5 %
Overall enforcement of City codes & ordinances	20	4.3 %
Overall quality of customer service you receive from City employees	12	2.6 %
Overall effectiveness of City communication with the public	17	3.6 %
Overall quality of City's stormwater runoff/stormwater management system	65	13.8 %
Overall quality of public library facilities & services	8	1.7 %
Overall flow of traffic & congestion management in City	64	13.6 %
None chosen	33	7.0 %
Total	470	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
Quality of City's school system	39	8.3 %
Overall quality of public safety services (e.g., police, fire, ambulance)	39	8.3 %
Overall quality of City parks & recreation programs & facilities	58	12.3 %
Overall maintenance of City streets & facilities	78	16.6 %
Overall enforcement of City codes & ordinances	26	5.5 %
Overall quality of customer service you receive from City employees	11	2.3 %
Overall effectiveness of City communication with the public	24	5.1 %
Overall quality of City's stormwater runoff/stormwater management system	52	11.1 %
Overall quality of public library facilities & services	13	2.8 %
Overall flow of traffic & congestion management in City	71	15.1 %
None chosen	59	12.6 %
Total	470	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q2. Sum of top 3 choices	Number	Percent
Quality of City's school system	180	38.3 %
Overall quality of public safety services (e.g., police, fire, ambulance)	127	27.0 %
Overall quality of City parks & recreation programs & facilities	134	28.5 %
Overall maintenance of City streets & facilities	283	60.2 %
Overall enforcement of City codes & ordinances	56	11.9 %
Overall quality of customer service you receive from City employees	27	5.7 %
Overall effectiveness of City communication with the public	48	10.2 %
Overall quality of City's stormwater runoff/stormwater management system	232	49.4 %
Overall quality of public library facilities & services	25	5.3 %
Overall flow of traffic & congestion management in City	186	39.6 %
None chosen	20	4.3 %
Total	1318	

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Hours of operation	35.1%	33.4%	6.8%	0.4%	0.0%	24.3%
Q16-2. Maintenance of facility & grounds	43.0%	29.4%	5.3%	0.0%	0.0%	22.3%
Q16-3. Maintenance of walking/ hiking trails	26.0%	23.8%	13.2%	2.3%	0.9%	33.8%
Q16-4. Meeting room rental opportunities	18.5%	13.8%	10.6%	1.3%	0.0%	55.7%
Q16-5. New laptop bar	14.5%	7.2%	11.1%	0.0%	0.0%	67.2%
Q16-6. Availability of spaces for group study	17.7%	13.6%	12.6%	0.4%	0.0%	55.7%
Q16-7. Availability of seating for individual study	20.9%	20.2%	11.9%	1.5%	0.0%	45.5%
Q16-8. Availability of traditional library materials: books, movies, music, etc.	32.3%	28.1%	9.8%	1.3%	0.0%	28.5%
Q16-9. Availability of non-traditional library materials: walking-sticks, hammocks, selfie-sticks, puzzles, mobile hotspots, cognitive care kits, etc.	15.3%	10.4%	12.8%	1.1%	0.0%	60.4%
Q16-10. Online collections: Libby, Hoopla, Kanopy	20.0%	10.2%	10.2%	0.6%	0.0%	58.9%
Q16-11. Online databases: Creative Bug, Niche Academy, Universal Class, Heritage Quest	12.1%	6.0%	10.6%	0.2%	0.0%	71.1%
Q16-12. Quality of customer service: Staff knowledge of policies, technology, materials & services	34.0%	23.2%	9.4%	0.0%	0.2%	33.2%
Q16-13. Curbside pickup	21.9%	13.4%	9.8%	0.2%	0.0%	54.7%
Q16-14. Passport application processing	16.6%	8.5%	8.1%	1.1%	0.0%	65.7%

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-15. Proctoring	8.5%	5.5%	8.7%	0.2%	0.0%	77.0%
Q16-16. Notary	10.6%	6.0%	8.1%	0.0%	0.0%	75.3%
Q16-17. Seasonal photography studio	10.0%	5.1%	10.2%	0.2%	0.0%	74.5%
Q16-18. Fit Bikes for exercise and study	10.0%	4.7%	9.8%	0.6%	0.0%	74.9%
Q16-19. Allotted time for use of public computers	12.6%	10.4%	10.0%	0.6%	0.0%	66.4%
Q16-20. Access to materials via lockers at Liberty Pharmacy	7.2%	4.0%	8.9%	0.4%	0.0%	79.4%
Q16-21. Programs & services for children, ages 0-12	16.8%	15.1%	8.7%	0.9%	0.2%	58.3%
Q16-22. Programs & services for teens, ages 13-19	12.6%	8.9%	9.4%	0.4%	0.4%	68.3%
Q16-23. Programs & services for adults, ages 20-49	13.4%	8.7%	10.4%	0.4%	0.2%	66.8%
Q16-24. Programs & services for adults, ages 50 & up	14.3%	10.9%	11.7%	1.1%	0.2%	61.9%
Q16-25. Programs in the Makerspace: 3D printing, vinyl cutting, CNC Milling, etc.	8.9%	6.6%	9.1%	0.0%	0.0%	75.3%
Q16-26. Computer classes & tutorials	10.2%	9.8%	8.7%	1.3%	0.2%	69.8%
Q16-27. One-on-one technology training	8.9%	7.4%	8.5%	0.2%	0.2%	74.7%
Q16-28. Library in the Forest app	13.0%	9.4%	9.4%	0.4%	0.0%	67.9%
Q16-29. Access & speed of internet	16.4%	12.6%	8.5%	0.2%	0.0%	62.3%
Q16-30. Public computers & word processing programs	13.2%	9.4%	8.9%	0.0%	0.0%	68.5%
Q16-31. Mac computers & lab	11.1%	6.4%	9.1%	0.2%	0.0%	73.2%

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-32. Social media presence & engagement Facebook, Instagram, TikTok	11.7%	8.9%	11.1%	0.9%	0.0%	67.4%
Q16-33. Website ease of use for locating information	15.3%	17.2%	11.3%	1.5%	0.0%	54.7%
Q16-34. Awareness of library events & offerings	14.9%	22.1%	14.0%	4.0%	0.9%	44.0%
Q16-35. Knowledge & use of hashtag #PictureyourselfieVH	6.8%	5.3%	10.4%	0.9%	0.2%	76.4%

WITHOUT "DON'T KNOW"

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Hours of operation	46.3%	44.1%	9.0%	0.6%	0.0%
Q16-2. Maintenance of facility & grounds	55.3%	37.8%	6.8%	0.0%	0.0%
Q16-3. Maintenance of walking/hiking trails	39.2%	36.0%	19.9%	3.5%	1.3%
Q16-4. Meeting room rental opportunities	41.8%	31.3%	24.0%	2.9%	0.0%
Q16-5. New laptop bar	44.2%	22.1%	33.8%	0.0%	0.0%
Q16-6. Availability of spaces for group study	39.9%	30.8%	28.4%	1.0%	0.0%
Q16-7. Availability of seating for individual study	38.3%	37.1%	21.9%	2.7%	0.0%
Q16-8. Availability of traditional library materials: books, movies, music, etc.	45.2%	39.3%	13.7%	1.8%	0.0%
Q16-9. Availability of non-traditional library materials: walking-sticks, hammocks, selfie-sticks, puzzles, mobile hotspots, cognitive care kits, etc.	38.7%	26.3%	32.3%	2.7%	0.0%
Q16-10. Online collections: Libby, Hoopla, Kanopy	48.7%	24.9%	24.9%	1.6%	0.0%
Q16-11. Online databases: Creative Bug, Niche Academy, Universal Class, Heritage Quest	41.9%	20.6%	36.8%	0.7%	0.0%
Q16-12. Quality of customer service: Staff knowledge of policies, technology, materials & services	51.0%	34.7%	14.0%	0.0%	0.3%
Q16-13. Curbside pickup	48.4%	29.6%	21.6%	0.5%	0.0%
Q16-14. Passport application processing	48.4%	24.8%	23.6%	3.1%	0.0%
Q16-15. Proctoring	37.0%	24.1%	38.0%	0.9%	0.0%
Q16-16. Notary	43.1%	24.1%	32.8%	0.0%	0.0%
Q16-17. Seasonal photography studio	39.2%	20.0%	40.0%	0.8%	0.0%
Q16-18. Fit Bikes for exercise and study	39.8%	18.6%	39.0%	2.5%	0.0%

WITHOUT "DON'T KNOW"

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-19. Allotted time for use of public computers	37.3%	31.0%	29.7%	1.9%	0.0%
Q16-20. Access to materials via lockers at Liberty Pharmacy	35.1%	19.6%	43.3%	2.1%	0.0%
Q16-21. Programs & services for children, ages 0-12	40.3%	36.2%	20.9%	2.0%	0.5%
Q16-22. Programs & services for teens, ages 13-19	39.6%	28.2%	29.5%	1.3%	1.3%
Q16-23. Programs & services for adults, ages 20-49	40.4%	26.3%	31.4%	1.3%	0.6%
Q16-24. Programs & services for adults, ages 50 & up	37.4%	28.5%	30.7%	2.8%	0.6%
Q16-25. Programs in the Makerspace: 3D printing, vinyl cutting, CNC Milling, etc.	36.2%	26.7%	37.1%	0.0%	0.0%
Q16-26. Computer classes & tutorials	33.8%	32.4%	28.9%	4.2%	0.7%
Q16-27. One-on-one technology training	35.3%	29.4%	33.6%	0.8%	0.8%
Q16-28. Library in the Forest app	40.4%	29.1%	29.1%	1.3%	0.0%
Q16-29. Access & speed of internet	43.5%	33.3%	22.6%	0.6%	0.0%
Q16-30. Public computers & word processing programs	41.9%	29.7%	28.4%	0.0%	0.0%
Q16-31. Mac computers & lab	41.3%	23.8%	34.1%	0.8%	0.0%
Q16-32. Social media presence & engagement Facebook, Instagram, TikTok	35.9%	27.5%	34.0%	2.6%	0.0%
Q16-33. Website ease of use for locating information	33.8%	38.0%	24.9%	3.3%	0.0%
Q16-34. Awareness of library events & offerings	26.6%	39.5%	25.1%	7.2%	1.5%
Q16-35. Knowledge & use of hashtag # PictureyourselfieVH	28.8%	22.5%	44.1%	3.6%	0.9%

Q22. Please indicate what priority you would place on the following projects, with 1 being the HIGHEST priority and 6 being the LOWEST priority.

(N=470)

	Highest priority	2	3	4	5	Lowest priority	Not provided
Q22-1. Expanded fire protection & facilities	6.8%	18.9%	17.7%	21.9%	13.8%	9.1%	11.7%
Q22-2. Expanded police protection & facilities	19.4%	17.4%	18.1%	13.0%	12.1%	7.4%	12.6%
Q22-3. Road resurfacing & reconstruction	26.0%	21.9%	21.1%	13.4%	4.0%	3.6%	10.0%
Q22-4. Improved stormwater infrastructure	28.3%	17.4%	11.9%	17.0%	8.7%	6.0%	10.6%
Q22-5. Expanded library services & facilities	1.5%	4.7%	6.0%	11.5%	24.0%	38.5%	13.8%
Q22-6. Expansion of recreation trails & facilities	9.1%	9.6%	14.3%	9.6%	23.0%	21.7%	12.8%

WITHOUT "NOT PROVIDED"

Q22. Please indicate what priority you would place on the following projects, with 1 being the HIGHEST priority and 6 being the LOWEST priority. (without "not provided")

(N=470)

	Highest priority	2	3	4	5	Lowest priority
Q22-1. Expanded fire protection & facilities	7.7%	21.4%	20.0%	24.8%	15.7%	10.4%
Q22-2. Expanded police protection & facilities	22.1%	20.0%	20.7%	14.8%	13.9%	8.5%
Q22-3. Road resurfacing & reconstruction	28.8%	24.3%	23.4%	14.9%	4.5%	4.0%
Q22-4. Improved stormwater infrastructure	31.7%	19.5%	13.3%	19.0%	9.8%	6.7%
Q22-5. Expanded library services & facilities	1.7%	5.4%	6.9%	13.3%	27.9%	44.7%
Q22-6. Expansion of recreation trails & facilities	10.5%	11.0%	16.3%	11.0%	26.3%	24.9%

Vestavia Hills Library in the Forest Library Board 2023

April M. Jackson-MacLennan, Chair
1820 Post Oak Road 35216
amjjackson@gmail.com
(C) 205.253.6660 (O) 205.637.6390
Term expires 12/31/26

Kevin Archer
2625 Greenmont Drive 35226
(C) 205.603.3898
Kha52@yahoo.com
Term Expires 12/31/23

Lawrence Cochran, Chair
2312 Comer Place East 35216
(C) 205.807.7538
lcochran@proassurance.com
Term expires 12/31/25

Gregory J. Jones
2032 Crestmont Drive 35226
(C) 205.910.1131
Kimberlyandgreg@gkjonesfamily.org
Term Expires 12/31/24

Susan Swagler
2926 Smyer Road 35216
(C) 205.541.0079
sswagler@me.comm
Term Expires 12/31/26

Dr. Jimmy Bartlett, Board Emeritus
2328 Countryridge Drive 35243
(H) 205.969.2551 (C) 205.907.6764
jbartlett049@gmail.com

Mayor Ashley Curry (Council Liaison, Non-voting Member)
1035 Montgomery Highway 35216
acurry@vhal.org
(O) 205.978.0100

LIBRARY
IN THE FOREST
VESTAVIA HILLS

Staff Support

Taneisha Tucker, Library Director
1009 Pinecliff Circle, Birmingham 35242
taneisha.tucker@vestavialibrary.org
(C) 205.515.7690 (O) 205.978.0161

Daniel Tackett, Deputy Director
daniel.tackett@vestavialibrary.org
(C) 205.344-3381 (O) 205.978.3683

Loraine Ward, Assistant to Library Director
loraine.ward-ryce@vestavialibrary.org
(O) 205.978-0162

Bethany Mitchell
Bethany.mitchell@vestavialibrary.org
(O)205.978.4679

Library Fundraising Chairs

Karen Templeton, Foundation Board Chair
Karemtemp14@gmail.com
662.617.4504

Andi Preston, Friends Co-chair
joeandandi@charter.net
205-915-3180
Elise Bodenheimer, Friends Co-chair
elisebod@aol.com
205-969-2811

Sonya Holcomb, Junior Board Chair
csholcomb2011@gmail.com
256.709.3605